AMCF Online Shopping Portal

Functional Specification Document

Phase 1

Version 1.3

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Prepared By

SumTwo Softwares

Document Change Control

VERSION #	Author	Date Updated	Description of Change
1.3	Kavitha D	08/14/2014	Updated FS015 and FS010. Updated the admin interface and added the admin workflow based on the wire frame.
1.2	Kavitha D	07/29/2014	Updated FS018 based on the team meeting held on 7/28/2014
1.1	Kavitha D	07/23/2014	Self Review and updated the below 1. FS007 2. FS008 3. Section #5
1.0	Kavitha D	07/17/2014	Initial draft version

Approval – Version 1.3

Action	Name	Date	Supporting Document
Created By	Kavitha D Lead Analyst & Delivery	08/14/2014	
Reviewed and Approved By	Ram VP- Software Development		
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1. INTRODUCTION

1.1. Purpose

The purpose of the document is to summarize the functional requirements of the Anantha Metal Company firm's online shopping portal completely, accurately and unambiguously in Technology-independent manner.

1.2. Intended Audience

This document is intended for project owners, senior management and top officials to get a brief overview of the system being developed. It is to be used as a basis for developers for system design and development. It is to be used by quality control and testing department as a basis to generate test plans.

1.3. Project Description

AMCF, a well-known private firm in Madurai, is in need of an online shopping portal, to sell their goods. The online shopping portal is similar to any existing portal, with additional functionalities specific to the AMCF, as described in section #4.

The main objective of the application is to develop a shopping portal for AMCF.

1.4. Assumptions

This section describes major assumptions that were made during the Business requirements gathering and documentation.

S. No	Assumptions
1	The AMCF will create the pay pal account and share the account number with SumTwo Softwares pvt ltd. In future, if any of the payment gateway is created, AMCF will create an account with the payment gate way and share the account number with SumTwo software pvt ltd.
2	The AMCF will share the following with SumTwo software pvt ltd. 1. The Billing logic code and table details of the existing system. 2. The Category and item list that will be displayed in the Web site. The complicated products will not be listed in the portal. AMCF have to decide on items and categories that are to be displayed in the portal. 3. The Product Photo of high resolution, of the items that will be displayed in the Web site. 4. The advertisements and special discount ads images. 5. The soft copy of user manual, package list, service center details of all the vendors listed in online portal. 6. The delivery time of the consignment for every location, where the service will be provided. 7. The pin code details of the delivery coverage area and service center details. 8. The demo video of applicable products. 9. The user interface screen for the portal will be designed by the third party and shared with us.

S. No	Assumptions
3	Existing sales logic will be followed for online portal also.
4	Existing tables will be used for data and will not be updated by the online portal.
5	The cloud hosting will be done by SumTwo software pvt ltd, and the recurring cost will be owned by AMCF.
6	The content of the website will be provided by AMCF.
7	The Sync between the online portal and ERP will be done with the help of Aarel Infotech, Madurai.

2. TESTING CONCERNS

The following scenarios identified during the Design Phase should be reviewed during the IST/UAT and Unit Test efforts. Considerations to the following should be addressed but not limited to the scenarios identified below:

2.1. Unit Test

- Billing logic
- Sync between the parent and child table
- Sync with ERP for billing
- Entire work flow
- You may like products
- Customer who has bought also bought
- Related products
- Search based on keywords

2.2. IST / UAT

Same as above

3. FUNCTIONALITY

The functionality below describes the requirement for developing an online shopping portal.

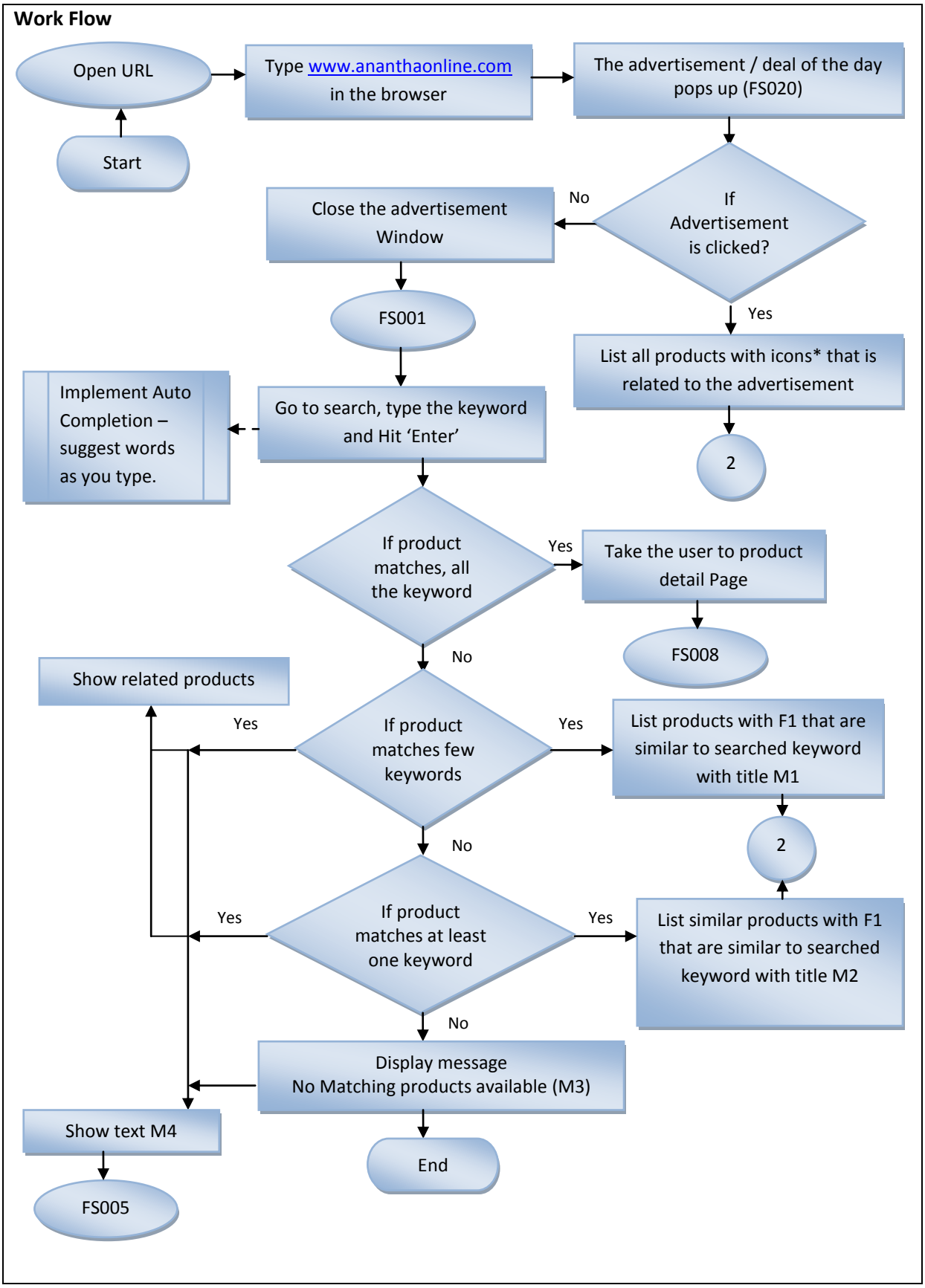
4. FUNCTIONAL SPECIFICATIONS – CUSTOMER FEATURE

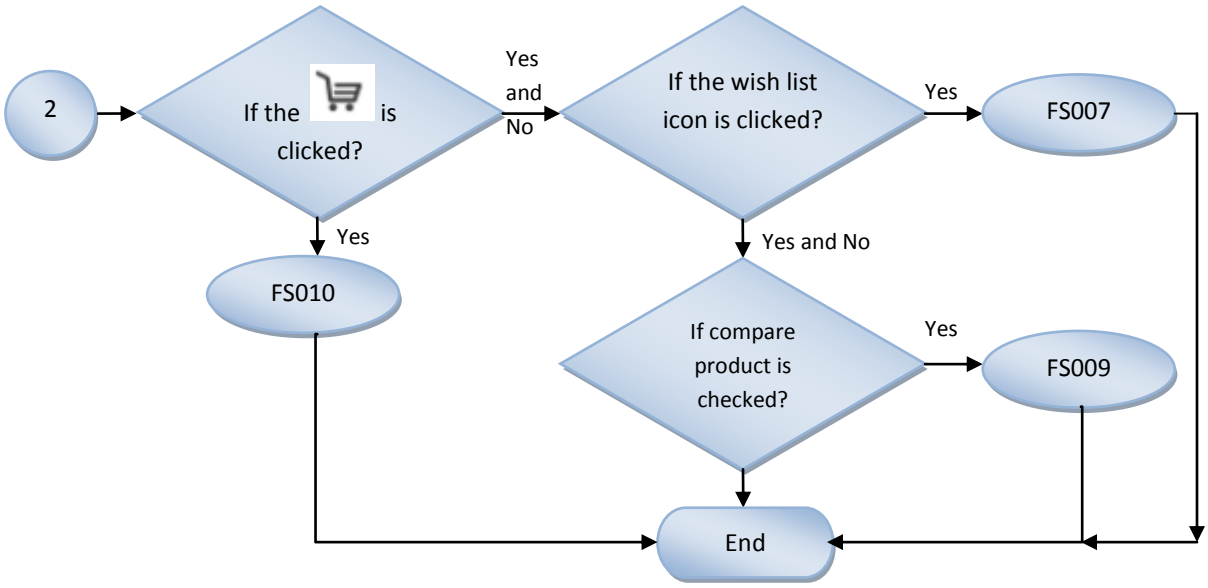
Below are the customer features of AMCF online portal, Refer Appendix B for fields, Appendix C for consolidated alert Messages.

4.1. Search for a product

FSD NO # FS001	Reference: BR1
Module: Customer Feature	
The customer can search for a product in the AMCF online shopping portal. The product can be searched based on brand, category and items. The Auto-Complete List will display suggestions of items or product names when the users start to type them. **Related products:** When user search for an item of a particular brand it should list the item from all brands excluding searched brand under related products. If exact product found, the user will be taken to the product detail page. The search result will display the list of products that has matched with title *'<n> results found for "<keyword entered>" '.* If exact product cannot be found, then similar products will be listed with title *You have searched for "Keyword entered". We have listed results for "Similar keyword".'* If no product matches the keyword then *'No matching products available'* will be displayed. Against the search title, the user will see the *'Found What you want.'* text with a Yes and a No. For details, refer FS005. Each search result will have a product image, title, MRP, Selling price, Out of stock / New arrival label (if applicable), and icon for shopping cart, wish list and 'To compare' option. MRP and selling price display the retail and selling price of the product respectively. On clicking on the product image, the user will view the product detail page (FS008). If the shopping cart icon is clicked, then the product will be added to the shopping cart (Refer FS010). If Wish list is clicked, then the product will be added to the wish list (Refer FS007). The products that are listed can be compared (Refer FS009). Internal – The search will be based on keywords associated with the product. For example: Product name -Prestige cook top. When the user search for gas stove / LPG stove / Cook top, it should list prestige cook top in search list. To do so, gas stove, LPG stove, Cook top, stove and other related words of cook top will be saved as keywords. When the user makes a search, it will try to make a match with keywords.	

Work Flow


Open URL
Start
Type www.ananthaonline.com in the browser
The advertisement / deal of the day pops up (FS020)
If Advertisement is clicked?
No
Close the advertisement Window
FS001
Yes
List all products with icons* that is related to the advertisement
2
Implement Auto Completion – suggest words as you type.
Go to search, type the keyword and Hit 'Enter'
If product matches, all the keyword
Yes
Take the user to product detail Page
FS008
No
Show related products
If product matches few keywords
Yes
Yes
List products with F1 that are similar to searched keyword with title M1
2
No
If product matches at least one keyword
Yes
Yes
List similar products with F1 that are similar to searched keyword with title M2
No
Display message No Matching products available (M3)
Show text M4
FS005
End



***Icons**:

For F1 - Refer Appendix B

Message #	Message Text
M1	<N> results found for "<keyword entered>"
M2	You have searched for "keyword entered". We have listed results for "similar keyword".
M3	No matching products available
M4	Found What You Want?

Functional Specification reference:

FS001 – Search; FS005 – Special order; FS007 - Wish list ; FS008 – PDP; FS009 –Compare products; FS010 – Shopping Cart

4.2. Registration

FSD NO # FS002	**Reference: BR2**
Module: Customer Feature	

1. As Guest:

The registration is not mandatory for a user to buy a product. The user can search for, select a product, and check out the product by logging in as guest. For guest users the system should ask for email Id. Once mail id entered, the user can enter the shipping address, check order details and make the payment.

a. Even if the user login into the portal as guest, all his transactions, billing and shipping details will be maintained and will be mapped to the user's email id.

b. 'Dear User, if you login as guest you will not be eligible for loyalty points. Do you want to continue?'

The above message will be displayed when the user clicks on login as guest and if the user selects a 'Yes', then step #1 will be followed.
If the user selects a 'No', then step #2 or step #3 will be followed.

The user can register in the site using Face book or Gmail / by filling the details as mentioned in #3 below.
The guest user cannot cancel the order from the site, they have to contact the customer care to cancel the order.

2. Using Face book or Gmail:

The user can also register in the portal by using their Face book or Gmail account. When the user uses this option, the authentication is taken care by Face book or Gmail. On entering the credentials of face book / Gmail, the user will be shown the request for permission message as below with 'Allow' and Cancel' button.

This portal like to
a. View the email address
b. View the basic information of the account

If 'Allow' is clicked, then the registration process will continue, else the process will be cancelled.
On successful registration, the following will be displayed.

'Do you want to Subscribe, and receive Offers, latest news and product information from Anantha online .com?'

On clicking 'Yes', the user will receive these from AMCF. On clicking 'No', these in formations will not be sent (Refer BR 2.1). A thank you note will be displayed after this as below.

'Dear <Name>,
Thanks for registering with Anantha online.com, Your account has been credited with 100 loyalty points as rewards.
Happy Shopping
Thanks
Anantha online .com Support Team'

3. Registration:

The user can also register in the portal by filling the below details

a. Name*
b. DOB*
c. Gender*
d. Email Id *– Email Id will be the user's login Id
e. Password*
f. Mobile number
g. Subscribe *

'Do you want to Subscribe, and receive Offers, latest news and product information from Anantha online .com?'

The user should check or uncheck the subscribe option – By default it will be checked.

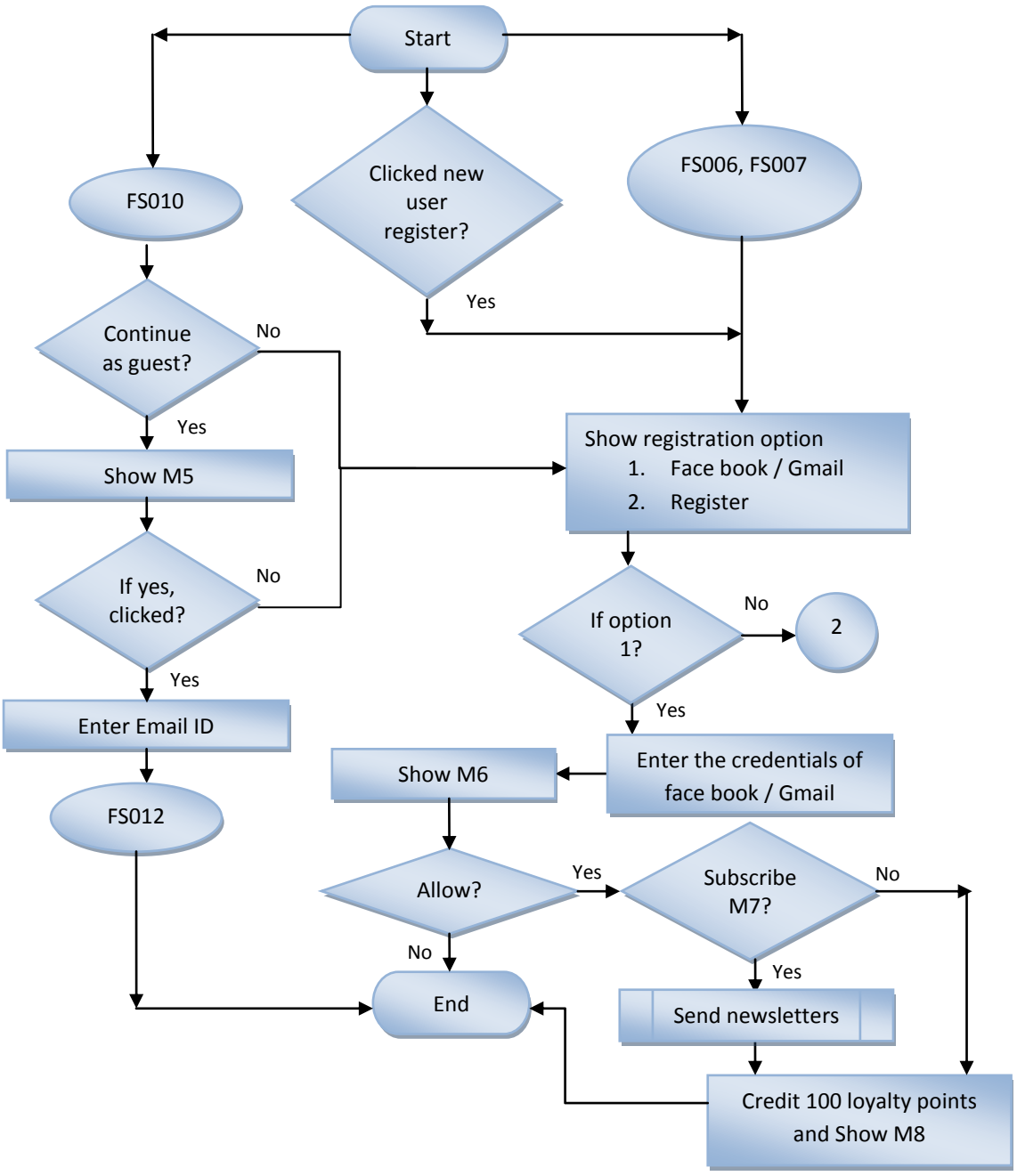
Once the details are filled and the user clicks on the 'Register' button, the following message will be displayed and an email verification link will be sent to the email ID entered to verify the authentication of the user.

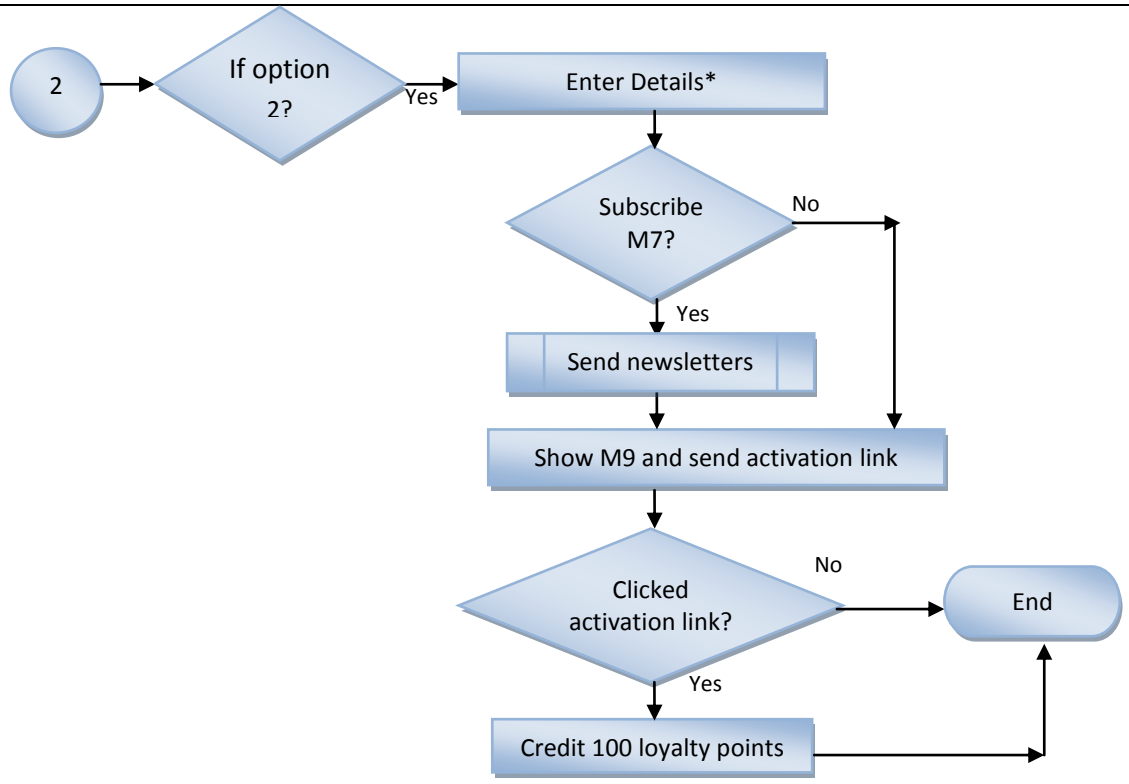
'Dear <Name>,
Thanks for registering with Anantha online.com. A verification mail has been sent to the email id entered. Please do click on the link in the mail to activate your account and get 100

loyalty points as rewards.
Happy Shopping
Thanks
Anantha online .com Support Team'

The user can close the message by clicking the close icon.
The user on clicking the link in the mail will be successfully registered in the portal and 100 loyalty points will be added to the user's account.
*Mandatory fields

Work Flow



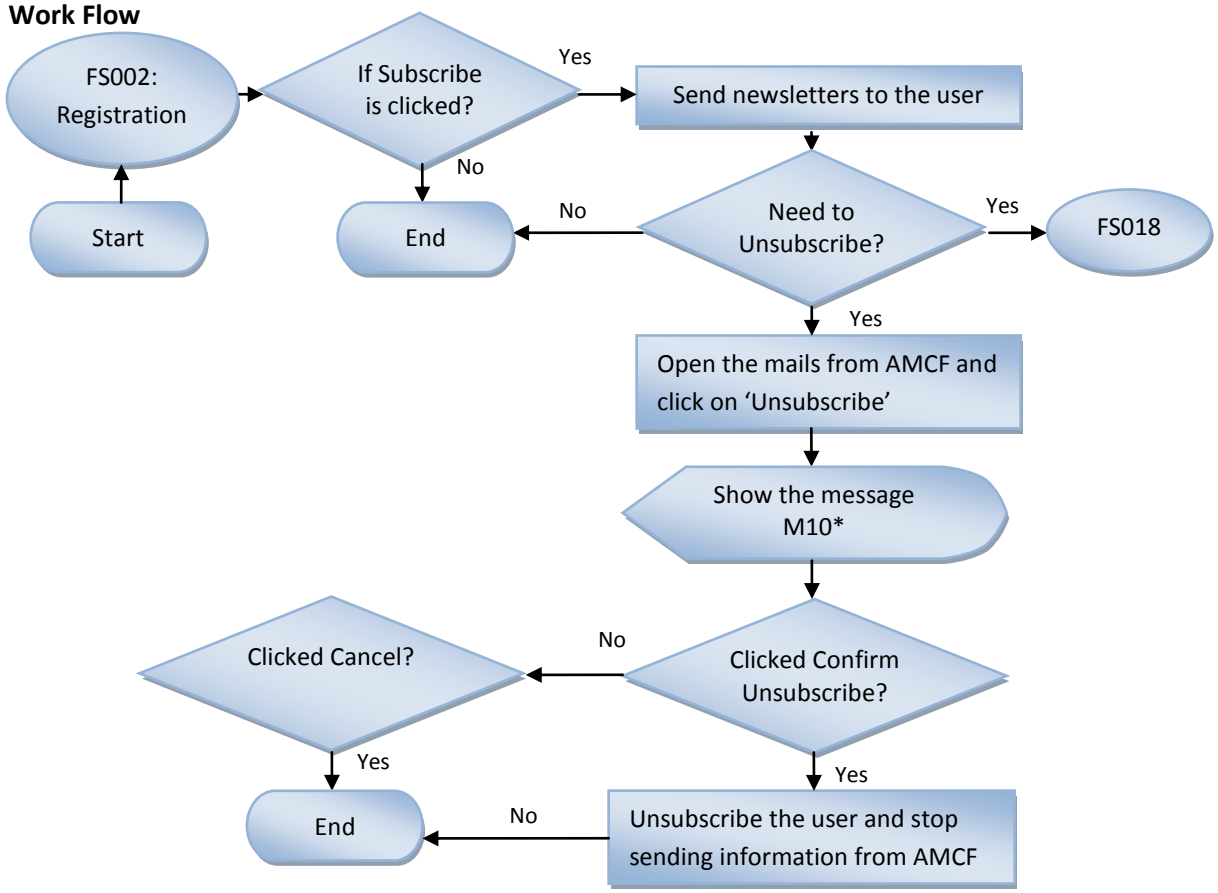


***Details – Refer Appendix B F2**

Message #	Message Text
M5	Dear User, if you login as guest you will not be eligible for loyalty points. Do you want to continue?
M6	This portal like to a. View the email address b. View the basic information of the account
M7	'Do you want to Subscribe, and receive Offers, latest news and product information from Anantha online .com?'
M8	'Dear <Name>, Thanks for registering with Anantha online .com, Your account has been credited with 100 loyalty points as rewards. Happy Shopping Thanks Anantha online .com Support Team'
M9	'Dear <Name>, Thanks for registering with Anantha online .com. A verification mail has been sent to the email id entered. Please do click on the link in the mail to activate your account and get 100 loyalty points as rewards. Happy Shopping Thanks Anantha online .com Support Team'

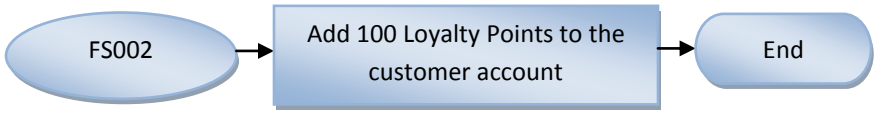
Functional Specification reference: FS006 – Place order; FS007 - Wish list ; FS010 – Shopping Cart; FS012- Final checkout

4.3. Subscribe option

FSD NO # FS003	**Reference: BR 2.1**
Module: Customer Feature	
Prompt direct / indirect linked product: On registration by following step#2 or Step #3, if the user has opted for subscription, then the user will receive offer information, latest news etc from AMCF. Also the customer on buying a product, the customer will receive news related to the new arrivals of the products, linked (direct / indirect) with the bought product. The user can unsubscribe the newsletters by clicking on unsubscribe link in the mail sent by AMCF. The below message will be displayed with confirm Unsubscribe button and cancel button. The user on clicking the confirm Unsubscribe button will be unsubscribed and on clicking cancel button, the user will leave the page. *'Dear <Name>,* *Please confirm that you wish to unsubscribe <email ID> from receiving future offer and latest news mails from Anantha online .com.'* The user can also unsubscribe be logging into their account. (My account -> Account details -> Subscription -> Edit). For details refer, FS018.	
Work Flow  	

Message #	Message Text
M10	Dear <Name>, Please confirm that you wish to unsubscribe <email ID> from receiving future offer and latest news mails from Anantha online .com.
Functional Specification reference: FS018 – User Account Management	

4.4. Loyalty points on first time register

FSD NO # FS004	**Reference: BR 2.2**
Module: Customer Feature	
The customer will be rewarded with 100 Loyalty points, which s/he can redeem during next purchase. This is applicable only for registered users and not guest users.	
Work Flow  	
Functional Specification reference: FS002 – Registration	

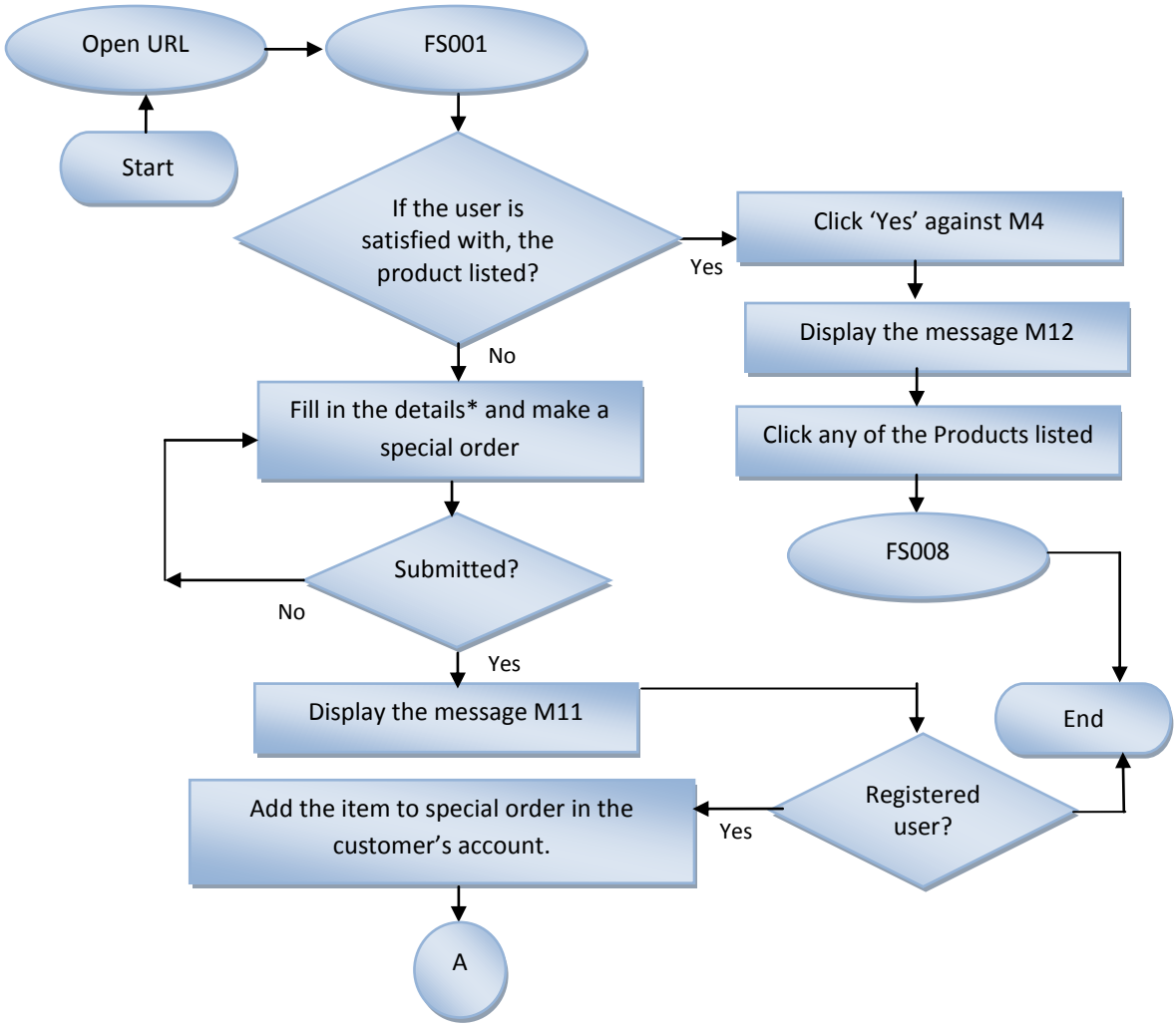
4.5. Special Order

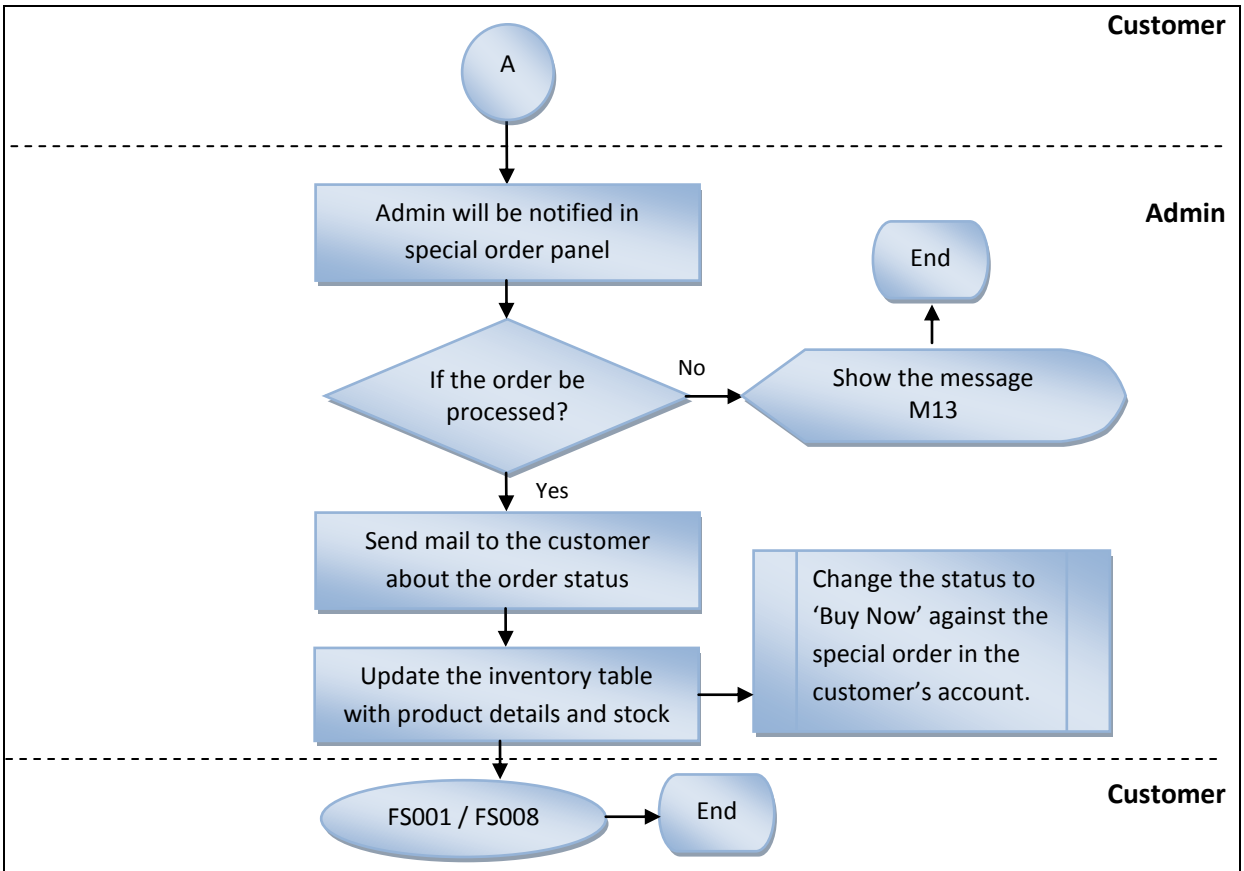
FSD NO # FS005	**Reference: BR 3**
Module: Customer Feature	
When the user cannot find the product that s/he is searching for, then 1. The app will list the similar product with title *'You have searched for "Keyword entered". We have listed results for "Similar keyword".'* 2. Against the above title, the user will see the below text with a Yes and a No *Found What you want?* 3. If No is clicked, The popped up inquiry form will have the following details a. Email ID* b. Phone Number c. Product name* d. Product Description* e. Product photo (opt) *mandatory field. 4. The user can fill the details, Upload the product photo (opt) and make a special order by submitting the form. On successful submission, the message *'Thanks for your order. The support team of Anantha online.com will contact you shortly'* will be displayed and the order will be listed under 'My special Order' of the customer's account. 5. If yes is clicked, then *'Thank you for your feedback '*will be displayed.	

6. On AMCF's admin receiving the special order.
   a. If AMCF could procure the item, then they will inform the customer about it by mail and SMS. On procurement, the status in the customer account against the special order item will be changed to 'Buy Now'.
7. If AMCF does not handle such products, then the below message will be sent to the user by email and SMS.
   'Dear <user>,
   We are sorry. We do not deal with this product right now.
   Thanks You.
   Anantha online .com Support Team'

Work Flow

Customer




Customer
A
Admin will be notified in special order panel
Admin
End
If the order be processed?
No
Show the message M13
Yes
Send mail to the customer about the order status
Change the status to 'Buy Now' against the special order in the customer's account.
Update the inventory table with product details and stock
Customer
FS001 / FS008
End

***Details – Refer Appendix B – F3**

Message #	Message Text
M2	You have searched for "keyword entered". We have listed results for "similar keyword".
M4	Found What You Want
M11	'Thanks for your order. The support team of Anantha online .com will contact you shortly'
M12	'Thank you for your feedback'
M13	'Dear <user>, We are sorry we do not deal with this product right now. Thanks You. Anantha online .com Support Team'

Functional Specification reference:

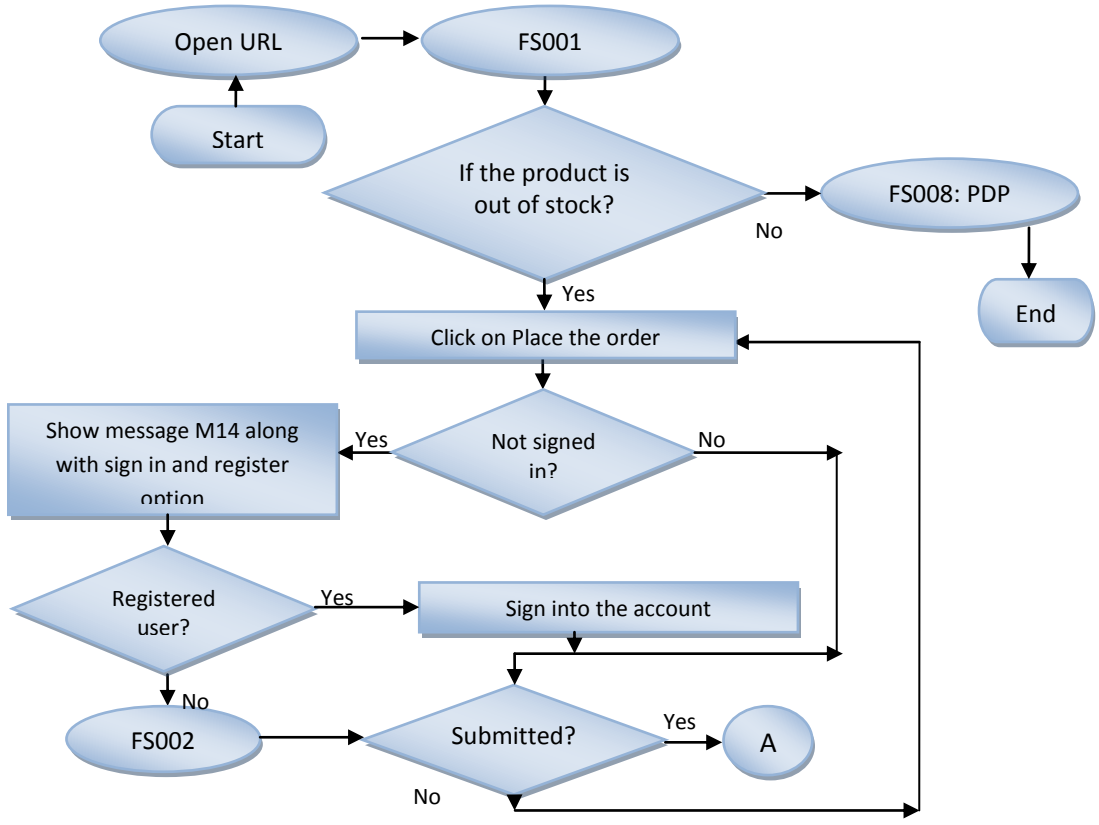
FS001 – Search; FS008 – Product detail page;

4.6. Place Order

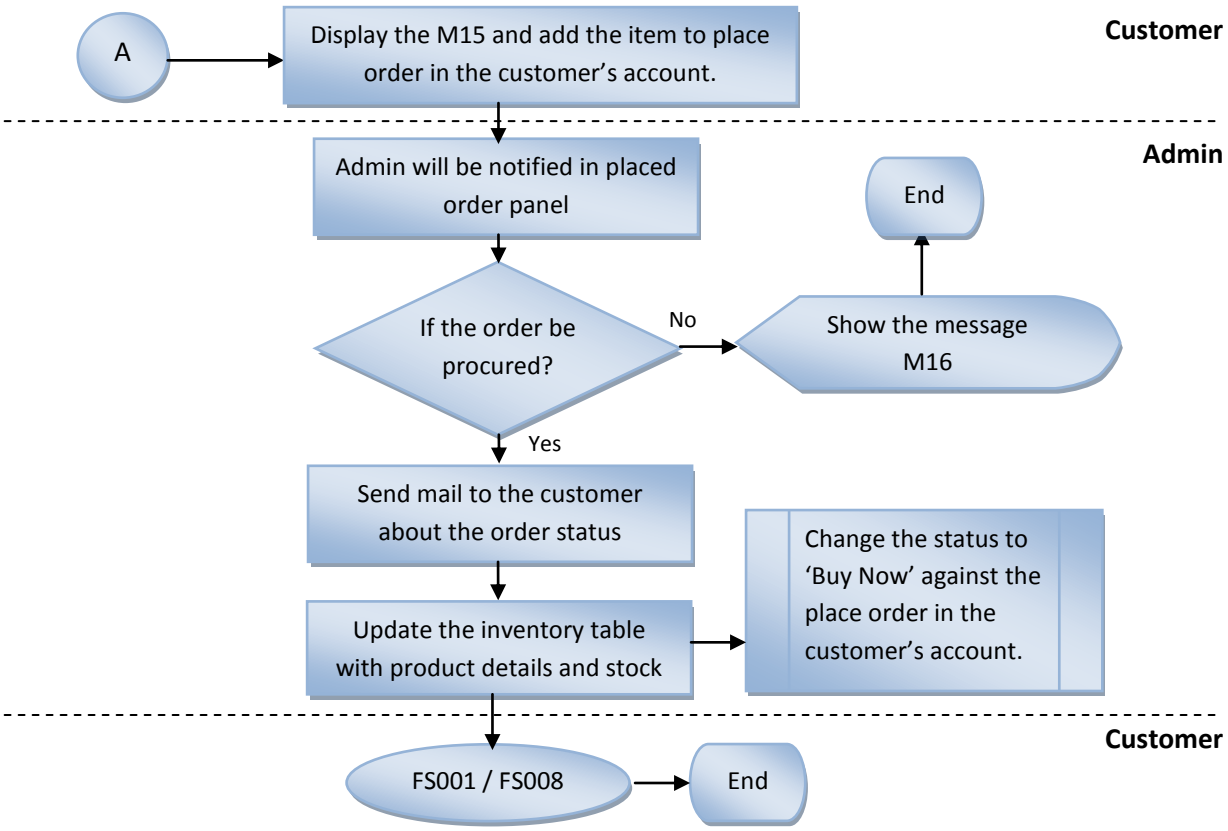
FSD NO # FS006	Reference: BR 4
Module: Customer Feature	

1. If the searched product is out of stock, then the customer can 'Place order'.
2. This is applicable only for registered users and not guest users. If the user logged in as guest and if they try to place an order, then the user should be intimated to register in the portal , displaying the text *'Please do sign in to place order'* in Sign in and new user registration pop up.
3. On successful order, the below message will be displayed and the placed order item will be listed in the customer's account with status ' Not available'
   'Thanks for your order. The support team of Anantha online .com will contact you shortly'
4. The admin of AMCF will be informed about the order and they will revert by SMS and email, with the time span of the availability of the product. When the product is procured and available, the order status against the placed order item will be changed to 'Buy Now', in the customer account.
5. If the product cannot be procured, the following message will be displayed.
   'Dear <user>,
   We are sorry we could not procure this product right now.
   Thanks.
   Anantha online .com Support Team'

Work Flow **Customer**



Work Flow


A
Display the M15 and add the item to place order in the customer's account.
Customer
Admin
Admin will be notified in placed order panel
End
If the order be procured?
No
Show the message M16
Yes
Send mail to the customer about the order status
Change the status to 'Buy Now' against the place order in the customer's account.
Update the inventory table with product details and stock
Customer
FS001 / FS008
End

Message #	Message Text
M14	Please do sign in to place order
M15	Thanks for your order. The support team of Anantha online .com will contact you shortly.
M16	Dear <user>, We are sorry we could not procure this product right now. Thanks Anantha online.com Support Team

Functional Specification reference:

FS001 – Search; FS008 – Product detail page;

4.7. Wish List

FSD NO # FS007	Reference: BR 5
Module: Customer Feature	

To use this feature the user must be registered user and not a guest.

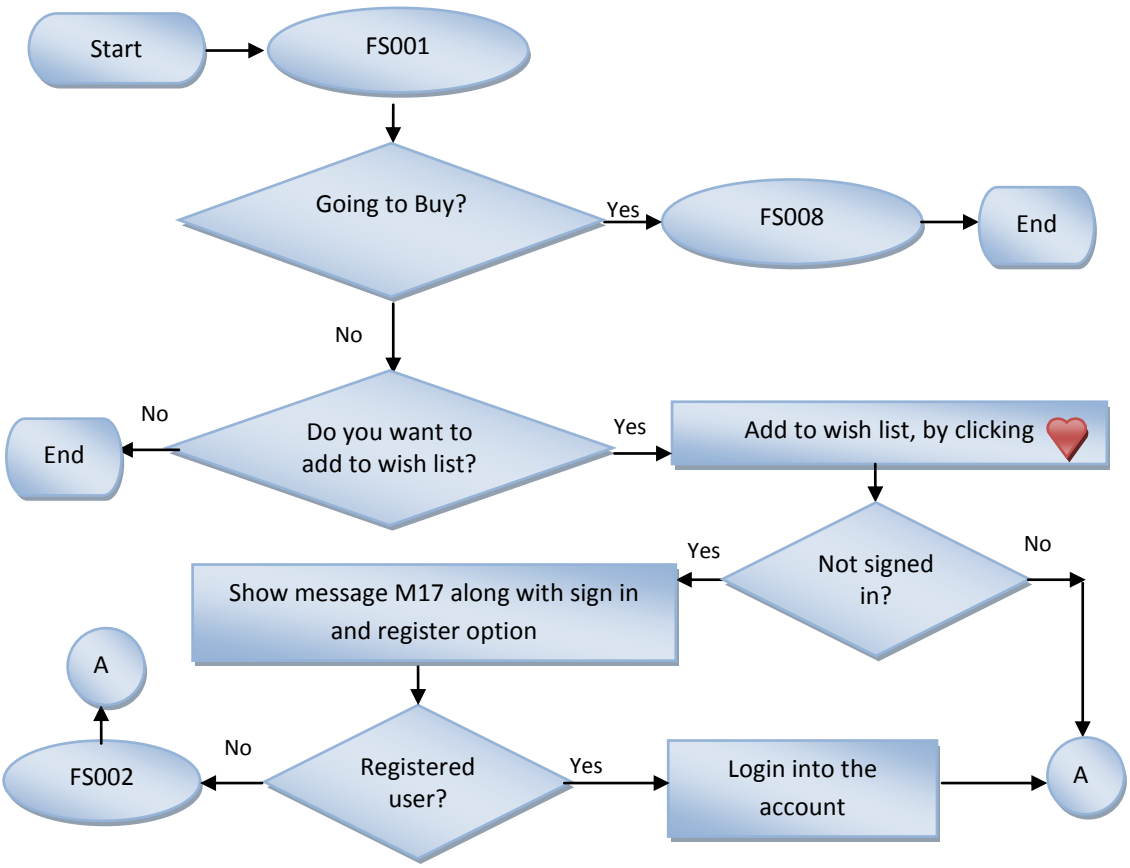
1. Add to wish list
    a. A searched product that meet the customer needs can be added to the wish list, if s/he is not going to buy the product right away.
    b. All wished items would be listed under this.
    c. The customer can add any product to wish list and the same can be shared with kith and keen.
    d. On clicking the icon, the user will be asked to sign in to the account if not by displaying the message *'Please do sign in to the account to add the product to the wish list'* in Sign in and new user registration pop up.

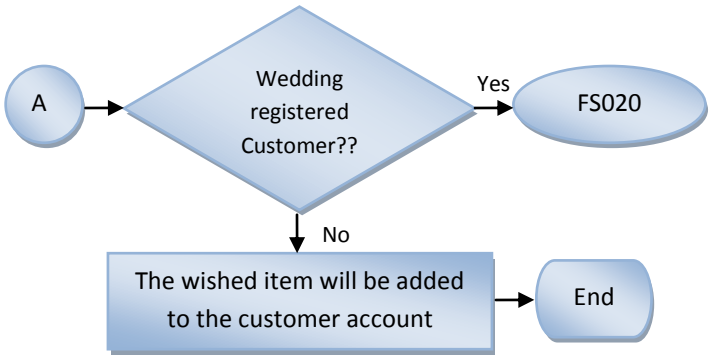
To view the wish list, the user can use their 'My Account -> My wish list' feature, (Refer FS018) which also have the below features

- Share With Friends
- Find wish list
- Settings

Note – Wish list behave as 'Add to wedding registry' for wedding registry users (Refer FS020).

Work Flow





Message #	Message Text
M17	Please do sign in to the account to add the product to the wish list

Functional Specification reference:

FS002 – Regidtration; FS008 – Product detail page; FS020 – Features (Wedding registry)

4.8. Product detail Page (PDP)

FSD NO # FS008	Reference: BR 6, BR 6.1, BR 6.2, BR 7

Module: Customer Feature

After a customer selects a product, the customer will land in the product detail page, which has the below details.

The product detail page will have the below

a. Product title
b. Label – Free Installation / Out of stock / New arrival / Deal of the day
c. Product picture
d. Demo
e. User review and star rating
f. Product Information – Features, Specification, Maintenance, Terms and condition
g. MRP
h. Selling price
i. Check Delivery Services availability
j. Buy / Place order
k. Related product from other brand
l. You May Like products
m. Customer who bought this also bought
n. Filter and sort by
o. Add to wish list / Wedding registry

Product Title – displays the name of the item

Label -

Free Installation – If the product comes with free installation, it will be specified as a label. If

a user buys a product with free installation, then the bill copy and the courier details will be sent to the service center, as we send the consignment details to the customer.

Out of stock – If the product is out of stock, the same will be specified as a label.

New arrival – If the product is a new arrival, it will be specified as a label

Deal of the day – If the product is under deal of the day, it will be also specified as label.

Product picture - The product picture will have 360-degree view of the product, which can be viewed by clicking the arrows. ~~which can be fixed or streamed based on the product~~. The mouse scroll over the image will enlarge the image. The picture and images will be of high clarity. The pictures in the website will be customized based on the category and items.

Demo - Demo videos related to the product will be associated with it, if applicable. The video will be stored in the server and it will be streamed when the user views it. Video files will be prepared by third party and shared with us. Using the admin feature, we will upload the same against the item / product.

User Review and star rating – The start rating will be displayed (if applicable), clicking on which it will list the user reviews in pop up.

Product information – The product information will list the Features, Specification, Maintenance (including warranty and Guarantee information), Terms and condition.
Terms and condition – The terms and conditions will be generic irrespective of a product with specific note stating, "For Maintenance, Warranty & Guarantee and other information please do refer the product information page". The customer will be allowed to make the payments only after checking the terms and conditions. In addition, the following statement will be included in the order confirmation mail. ***"You have bought the product under Terms and condition, mentioned in the portal"***

MRP - display the MRP and it will be strike through.

Selling Price – display the selling price of the product.

Check Delivery services availability – The customer can enter the pin code / area of the shipping address, to check whether the product will be delivered to their locality and to check the time span of the delivery. The service center details and installation charge (if applicable) of the viewed product will also be listed. If there are no service centers in the entered pin code locality, then the service center of the nearby locality will be listed. If there are no service centers for installation then the product will not be delivered to that locality, the same will be conveyed to the user in positive tone as 'At present, We do not deliver in the specified locality'.

Note: In short, on entering the pin code / area of the shipping address, it will display

a. Shipping span
b. Service center detail
c. Installation charge

Please do refer the below table for combinations of Check Delivery services availability

Installation / service center (at and nearest)	Courier service	Delivery?	Message
Yes	Yes	Yes	*We do delivery in the specified locality.* *Delivery span – 3 to 5 Working days* *Service center – 315,Mount Road, Trichy* *Installation charge – Rs.300/-*
Yes	No	No	*At present, We do not deliver in the specified locality.*
No	Yes	No	*At present, We do not deliver in the specified locality.*
No	No	No	*At present, We do not deliver in the specified locality.*

Buy / Place order – The button will display the label as 'Buy', if the product is available, else it will display place order. On clicking 'Buy', will open the shopping cart with the added item (Refer FS010). The cart will have 'Continue Shopping' and 'Check Out' buttons. The user can click on 'Continue Shopping' to continue the shopping or click on 'Check Out' to check out the products (Refer FS012)

Related products – It will display the list of related products from the viewing brand and other brand. The user can click on '>' / '<' to navigate through the list. For e.g., if the user is viewing a prestige induction stove, then related products will list all related products from prestige, Bajaj, etc.

You May Like products - 'You May Like' will list the most attractive products that will tempt the user to buy. The product listed will be related to the product the customer is currently viewing. For example if the customer is viewing a 5-liter pressure cooker, then 'You May Like' should list the items related to the 5-liter pressure cooker. The products and its related product list will be provided by AMCF. The user can click on 'up / down arrow to navigate through the list.

Customer who bought this also bought - 'The Customer Who Bought This Also Bought' will list the highly targeted set of related items to display for customers who are contemplating similar purchases. The items in the list will be dynamically loaded based on the product selected. The user can click on 'up / down arrow to navigate through the list.

The user on clicking any of the product listed in the above 3 links, will be redirected to the product detail page of the selected product.

Filter and sort by –

Filters – The customer can filter the search by checking the values on the left side of the page. The filters are dynamically loaded and it is based on the product. The filters include Brand, Capacity, Price range, Discount percentage, colour, etc.

Sort By – The sort by option should also be provided. The customer can sort the product list based on

i. By Relevance
ii. Price : Low to High
iii. Price : High to Low

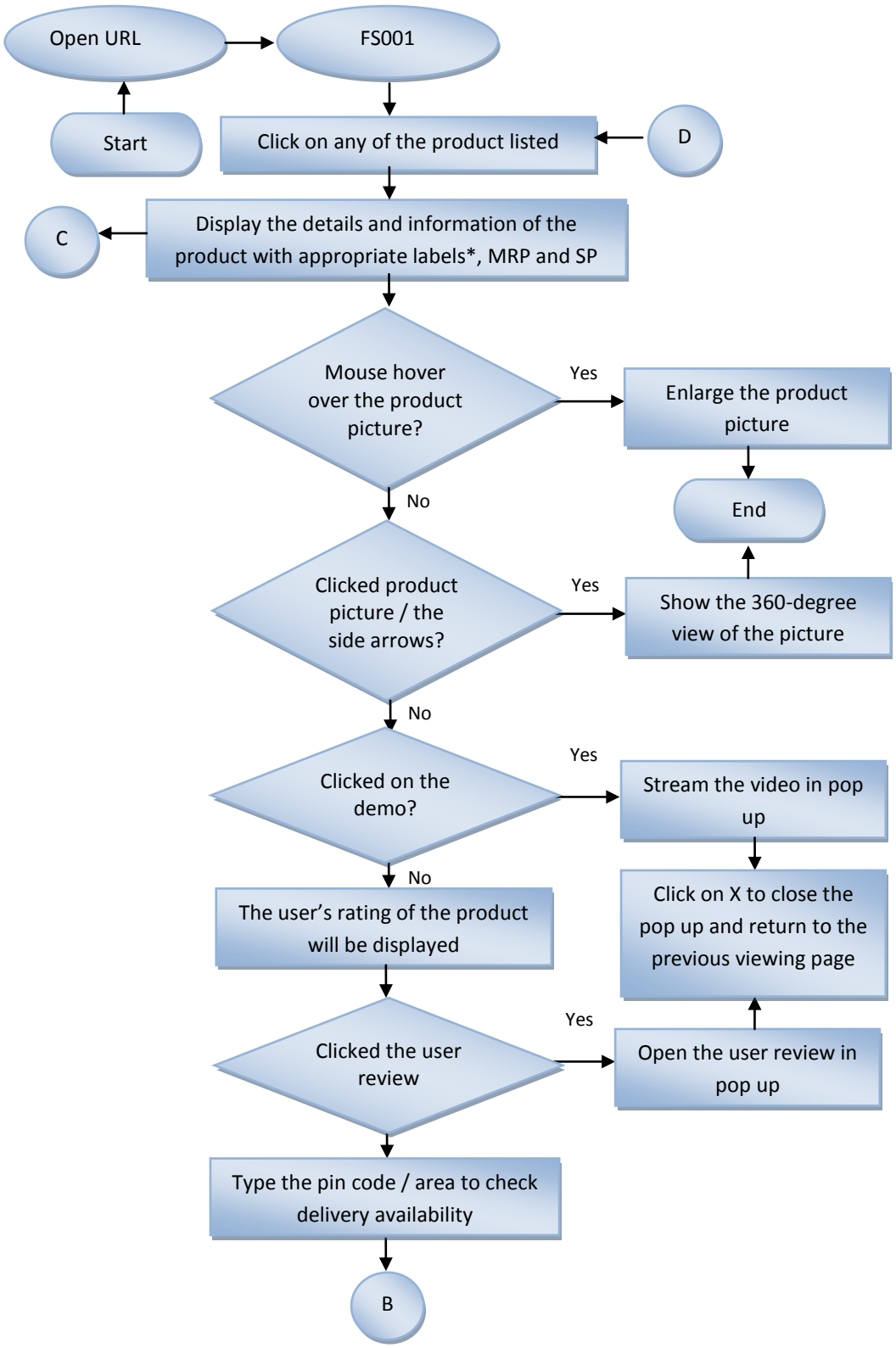
iv. New Arrivals
v. Deal of the Day

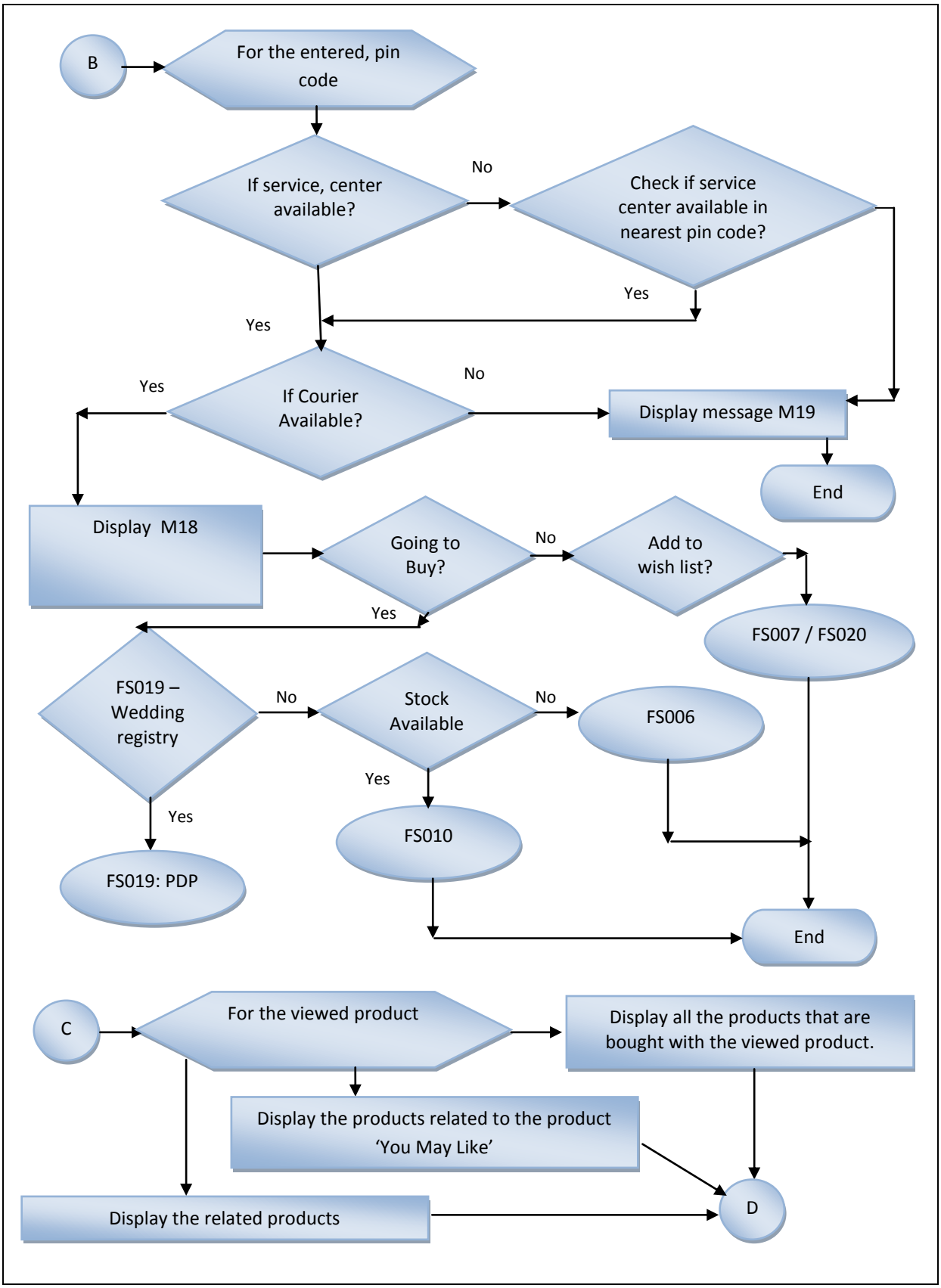
The user must be able to add the product to the wish list from here also.

Add to wish list / wedding registry – the user will be able to add the product to wish list (if normal user) or add to wedding registry (if wedding registry user), by clicking the link. Refer FS007 and FS020 for functionality description.

Note: The admin must be able to edit, update and add any of the information listed above at any time using admin interface.

Work Flow


Open URL
FS001
Start
Click on any of the product listed
D
C
Display the details and information of the product with appropriate labels*, MRP and SP
Mouse hover over the product picture?
Yes
Enlarge the product picture
End
No
Clicked product picture / the side arrows?
Yes
Show the 360-degree view of the picture
No
Clicked on the demo?
Yes
Stream the video in pop up
Click on X to close the pop up and return to the previous viewing page
No
The user's rating of the product will be displayed
Clicked the user review
Yes
Open the user review in pop up
Type the pin code / area to check delivery availability
B

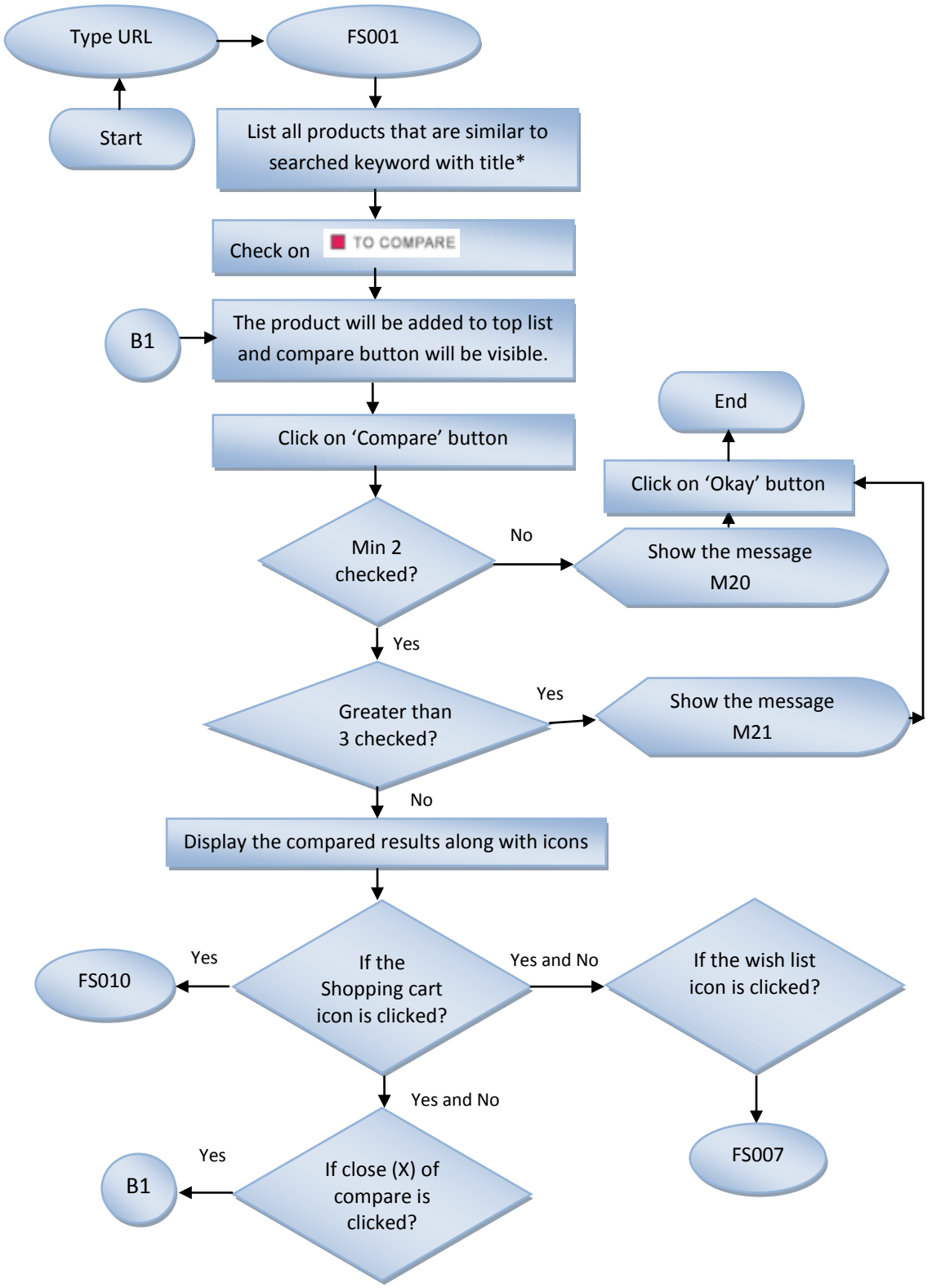

B
For the entered, pin code
If service, center available?
No
Check if service center available in nearest pin code?
Yes
Yes
Yes
If Courier Available?
No
Display message M19
End
Display M18
Going to Buy?
No
Add to wish list?
Yes
FS007 / FS020
FS019 – Wedding registry
No
Stock Available
No
FS006
Yes
Yes
FS010
FS019: PDP
End
C
For the viewed product
Display all the products that are bought with the viewed product.
Display the products related to the product 'You May Like'
Display the related products
D

*Labels – Out of stock, Free Installation, New arrival, Deal of the day	
Message #	**Message Text**
M18	We do delivery in the specified locality. Delivery span – 3 to 5 Working days Service center – <Service center address> Installation charge – Rs.<amount>/-
M19	At present, we do not deliver in the specified locality.
Functional Specification reference: FS001 – Search; FS006 – Place order; FS007 – Wish List; FS010 – Shopping cart	

4.9. Compare Products

FSD NO # FS009	**Reference: BR 8**
Module: Customer Feature	
The customer will be able to compare products of same category. At a time, the customer will be able to compare 3 products at max. Each product listed will have a check box named 'To Compare'. When the user checks on the 'To Compare', the product will be added to the top list. The user can select minimum 2 and maximum 3 products to compare. When the products are added to the top list, the user can click on 'Compare'. The compare product feature will compare the below for each of the product. a. Product Photo (No 360 degree View) b. MRP c. Selling price d. Features e. Specification f. Maintenance In comparison result, Each product will have shopping cart icon and wish list icon. On clicking , will open the shopping cart with the added item (Refer FS010). The cart will have 'Continue Shopping' and 'Check Out' buttons. The user can click on 'Continue Shopping' to continue the shopping or click on 'Check Out' to check out the products (Refer FS012) On clicking , the product will be added to the customer wish list. (Refer FS007) The compare button will not be visible until the user check compare feature associated with a product. The error message *'Please do select minimum 2 products to compare'* when the user check one product and click on 'Compare'. In addition, the error message *'You can compare only 3 products at a time'* will be displayed when the user selects more than 3 products to compare. To return to the previous page the user can click on close (X) button of compare.	

Work Flow

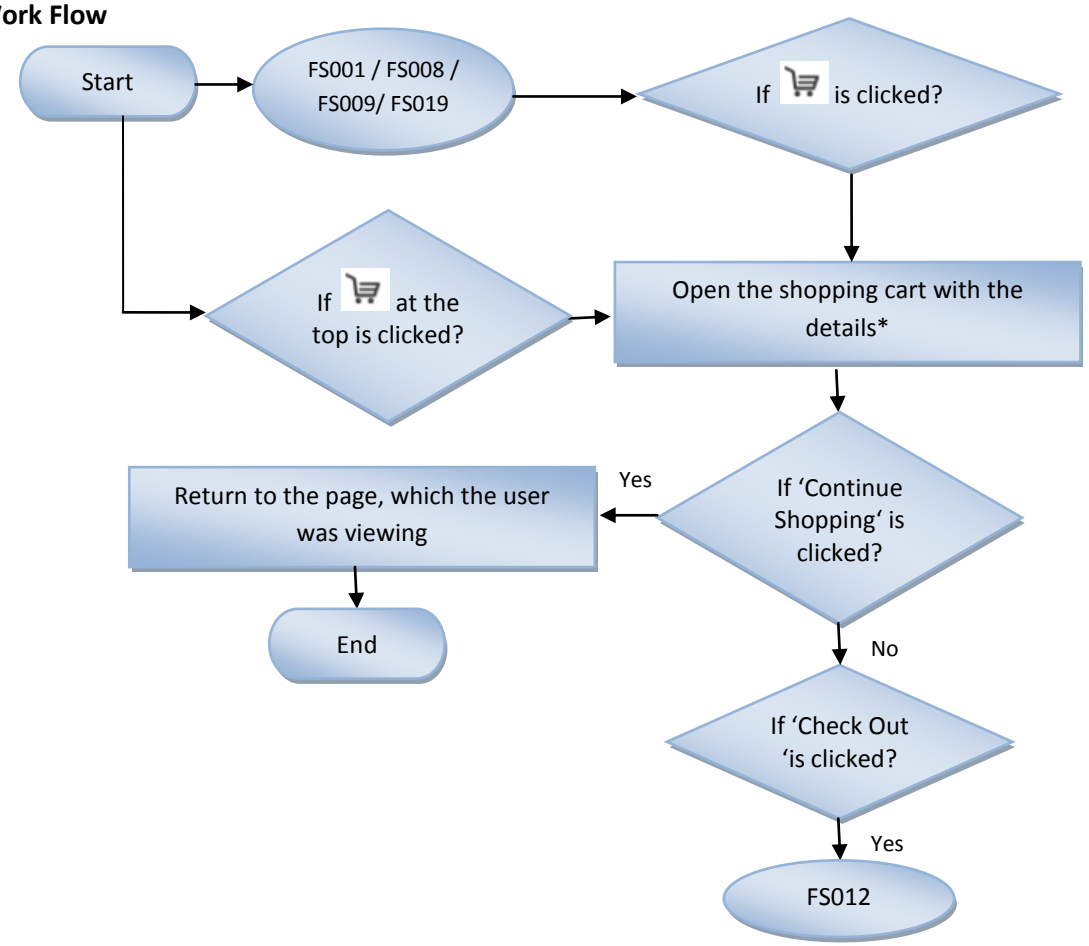

Type URL
FS001
Start
List all products that are similar to searched keyword with title*
Check on
TO COMPARE
B1
The product will be added to top list and compare button will be visible.
Click on 'Compare' button
End
Click on 'Okay' button
Min 2 checked?
No
Show the message M20
Yes
Greater than 3 checked?
Yes
Show the message M21
No
Display the compared results along with icons
If the Shopping cart icon is clicked?
Yes
FS010
Yes and No
If the wish list icon is clicked?
FS007
Yes and No
If close (X) of compare is clicked?
Yes
B1

Message #	Message Text
M20	'Please do select minimum 2 products to compare'
M21	'You can compare only 3 products at a time'
Functional Specification reference: FS001 – Search; FS007 – Wish list; FS010 – Shopping cart	

4.10. Shopping cart

FSD NO # FS010	**Reference: BR 9**
Module: Customer Feature	
If the Customer finds the product that meets their needs, then s/he will be able to add the same to Shopping cart or wish list. The shopping cart will be transparent, so the customer will be able to see the products selected and amount to be paid. When the user click on shopping cart icon ( ) in product list page / compare products or Buy button in product detail page, the product will be added to the shopping cart and will open the cart with shopped item with the below details. The cart will have 'Continue Shopping' and 'Check Out' buttons. The user can click on 'Continue Shopping' to continue the shopping or click on 'Check Out' to check out the products (Refer FS) On moving the mouse over the shopping cart, it will also display the below a. Item No# b. Name of the Item added c. Quantity along with '+' / '-'symbol, clicking on which it will increment / decrement the quantity respectively. d. Amount based on the quantity e. Delete icon against every item listed. f. Total amount Note: If the shopping cart icon is clicked from search result as well as from product detail page, it will increase the quantity.	

Work Flow



***Details – Refer Appendix B F4**

Functional Specification reference:

FS001 – Search; FS008 – Product detail page; FS009 – compare products; FS012 – Final check out process; FS019 – Features

4.11. Sales logic or Bill calculation and discounts

FSD NO # FS011	**Reference: BR 10**
Module: Customer Feature	

Discounts: The discount given to the customer will be either in percentage or in amount. The discount will be displayed along with the product.

Special Discount: During special days, special discount will also be given to a product. Therefore, the same product will have a normal discount as well as special discount.

When a product is added to the shopping cart the total amount will be displayed in the cart, which is nothing but

Total Amount = Selling price * quantity If there are discounts (Normal / special or both),

If discount is in Percentage,

then Amount to be paid = Total Amount – (Total Amount *Discount % / 100)

If discounts are in amount given to the total amount, then

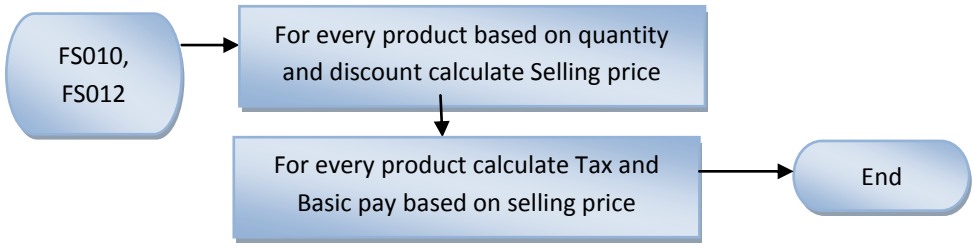
Discount percentage = Discounted amount / Total amount
Amount to be paid = Total Amount – (Total Amount *Discount % / 100)

Internal:
The basic pay and Vat should be calculated for every item purchased based on the amount paid by the customer against the product.

Basic pay = Amount paid /(1+VAT% / 100) VAT Amount = Vat % / 100 *Basic pay

To check while testing: The price of the specific products and discounts availed to that particular products, between physical store and online store should be the same.
For sales logic please do refer Appendix A

Work Flow


FS010,
FS012
For every product based on quantity and discount calculate Selling price
For every product calculate Tax and Basic pay based on selling price
End

4.12. Final checkout Process

FSD NO # FS012	Reference: BR 11, BR 11.1 – BR 11.5
Module: Customer Feature	

When the customer feels that they had done with shopping, s/he can check out the products by clicking on 'Checkout' in the shopping cart.
If the customer is not logged in the site with their email ID, the user will be shown the sign in page. The user can continue as guest or register in the portal. Refer FS002.

On successful sign in, the user will be shown the shipping details page, where If the customer is a first time customer and if he is a guest user then the shipping details will be blank. If first time and s/he is a registered user, the details entered in his profile page (if entered) will be displayed.
The customer can click on 'change delivery address' to change the address.
If the customer is a returning customer(irrespective of registered or guest user) then the history of last 3 address will be displayed on clicking 'change delivery address' , s/he can select from it or enter new address.

On entering the shipping details, the customer will be taken to the order screen, where s/he can see the orders that s/he has placed. The customer can add quantity or reduce the quantity of an order here.
Before making a payment, Loyalty or gift coupons / offer coupons or both can be redeemed if applicable.
The user can enter the phone number next to text *'Send Order related SMS alert to'* if they want the order status by SMS.

Based on the order, discounts and redeemed points, the total amount will be calculated (Refer FS011). There is no shipping cost incurred for delivering the product unless

1. The total bill amount is less than 500/-. If the bill amount less than 500, then shipping cost of Rs.50/- by default (for now) will be collected.
2. If the customer is in need of express delivery, then different shipping charge (yet to be decided) will be collected based on shipped locality.
3. These shipping charges will be added to the billing.

The gift-wrapping will be applicable only for selected products. The AMCF will wrap the product bought, if the customer prefers it. The customer can also enter special notes for the consignee. The special notes will be printed on the template chosen by the customer. AMCF will charge Rs.50/- for the same, which will be added to the total bill amount.

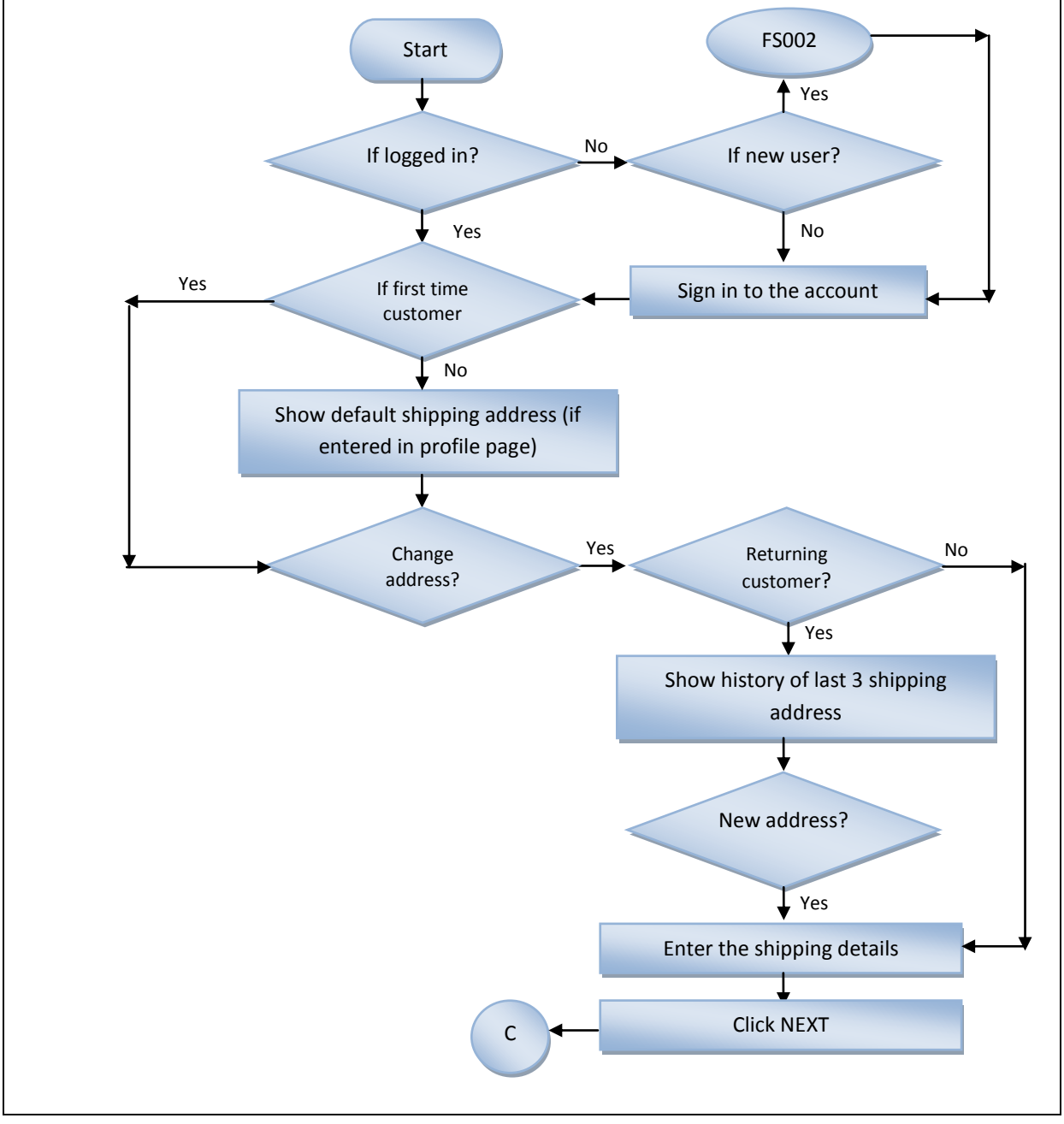
The customer can pay using net banking, credit / debit cards and PayPal payment gateway.
The Cash on delivery option will be implemented, but will be disabled for now (i.e.) the cash on delivery option will not be available for now.
The Customer will be intimated by mail and SMS on success / failure of the transaction.

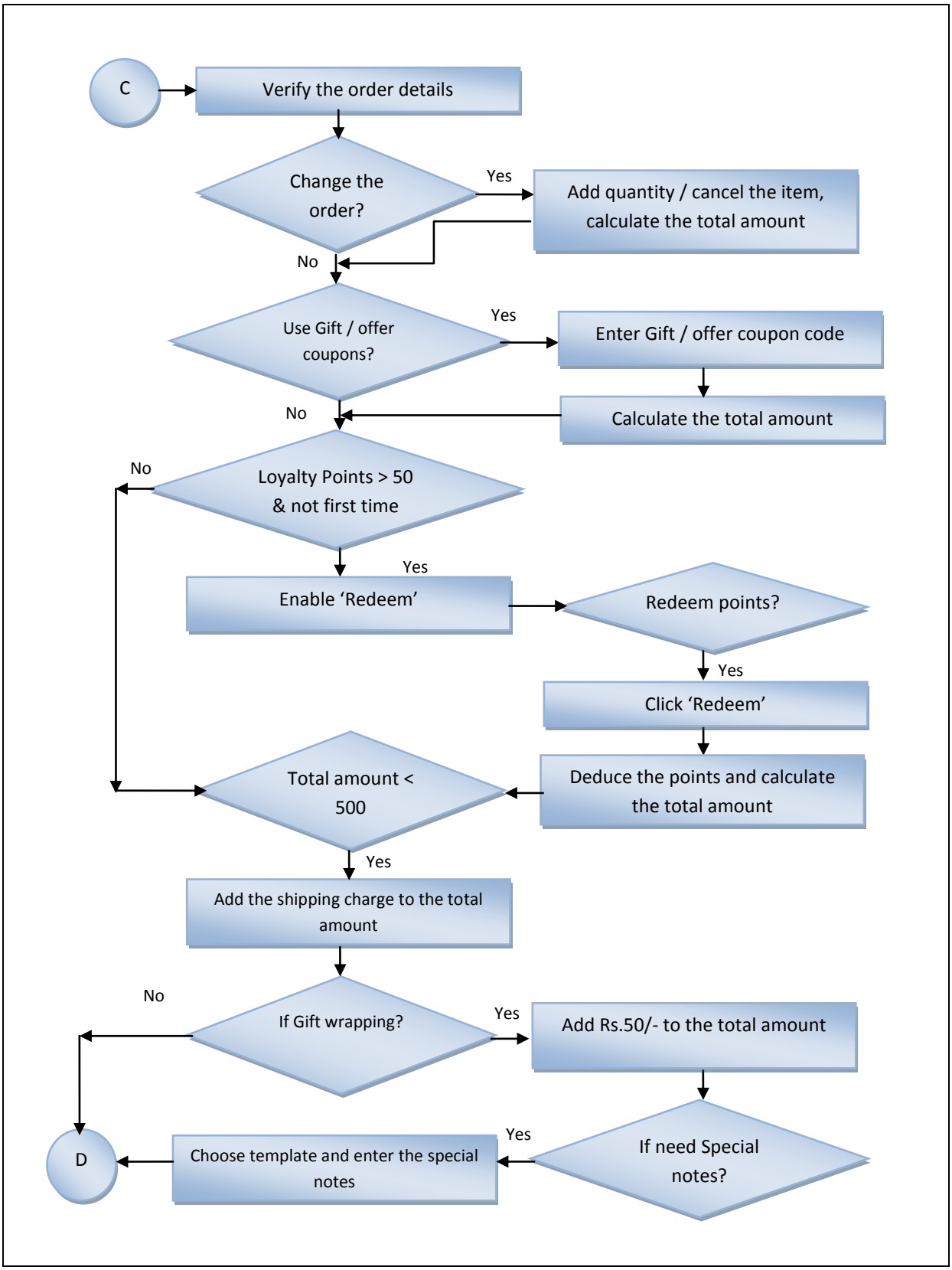
On successful transaction, the alpha numeric order number will be generated and displayed along with the below details

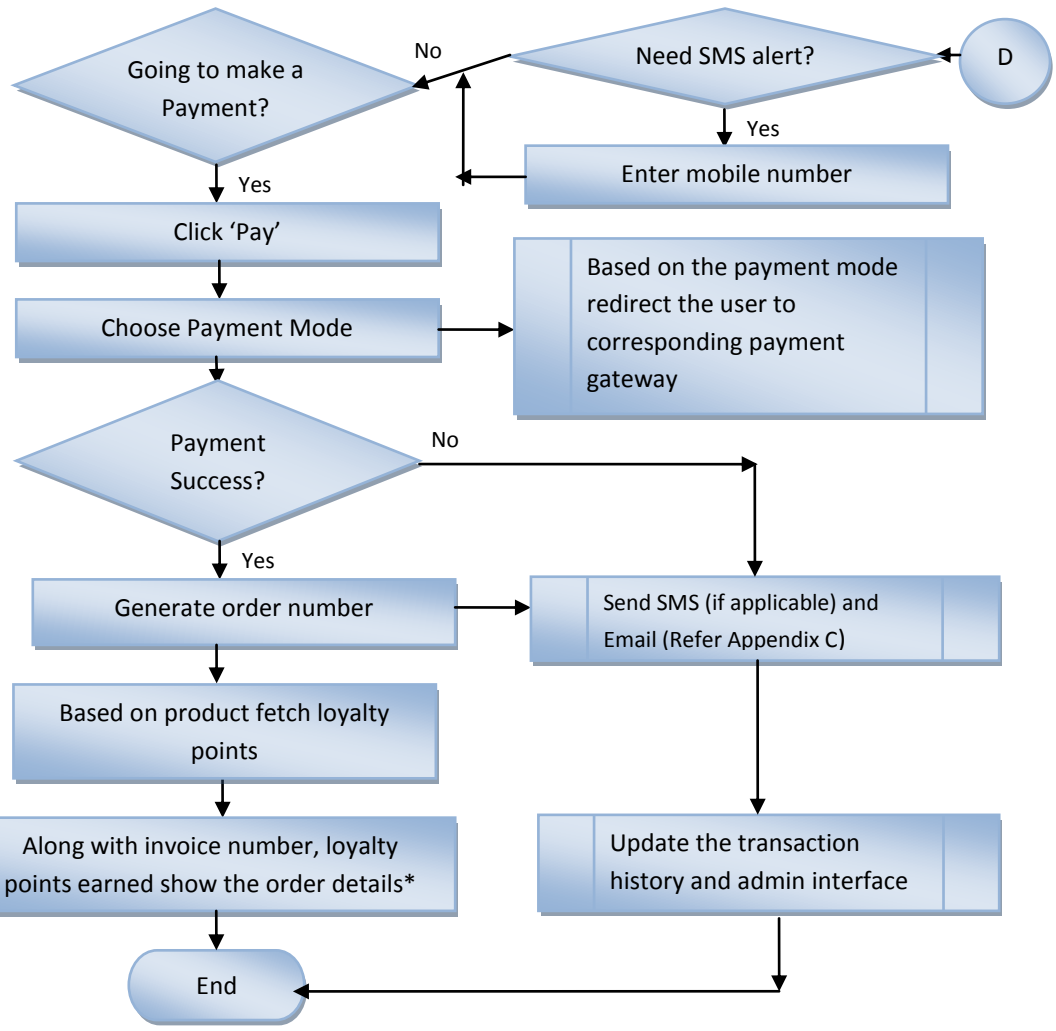
1. Order confirmation number
2. Order Placed on
3. Order status
4. Payment Mode
5. Payment status
6. Total order value
7. Loyalty cash earned

Note: The customer will be intimated by SMS only if s/he enters the mobile number during registration or before payment.

Work Flow


Start
If logged in?
No
If new user?
FS002
Yes
Yes
No
Yes
If first time customer
Sign in to the account
No
Show default shipping address (if entered in profile page)
Change address?
Yes
Returning customer?
No
Yes
Show history of last 3 shipping address
New address?
Yes
Enter the shipping details
Click NEXT
C


C
Verify the order details
Change the order?
Yes
Add quantity / cancel the item, calculate the total amount
No
Use Gift / offer coupons?
Yes
Enter Gift / offer coupon code
Calculate the total amount
No
Loyalty Points > 50 & not first time
No
Yes
Enable 'Redeem'
Redeem points?
Yes
Click 'Redeem'
Deduce the points and calculate the total amount
Total amount < 500
Yes
Add the shipping charge to the total amount
If Gift wrapping?
No
Yes
Add Rs.50/- to the total amount
If need Special notes?
Yes
Choose template and enter the special notes
D



***Details** – Refer Appendix B F5

Functional Specification reference:

FS002 – Regisration

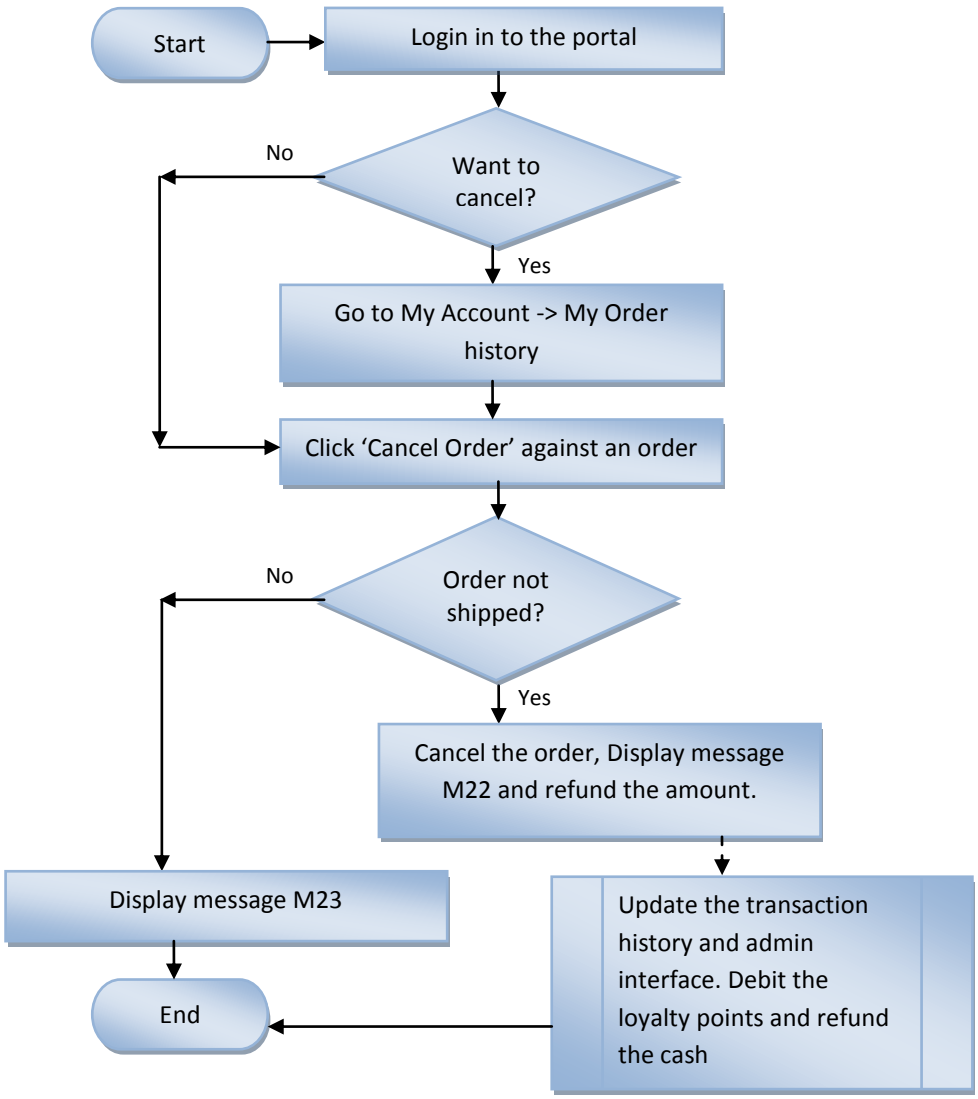
4.13. Loyalty Points

FSD NO # FS013	Reference: BR 12
Module: Customer Feature	
1. The customer will be awarded with Loyalty points for every purchase and it is not applicable for guest users. 2. The loyalty points will be based on the product bought and the value will be fetched from parent table. 3. Each Loyalty point is equal to Re.1/- Loyalty cash. 4. If the product is bought using the Gift coupons, then the customer will not be awarded with Loyalty points. 5. The Customer should have a minimum of 50 Loyalty points to redeem the Loyalty cash. 6. The loyalty points earned for first time register can be redeemed only on the next purchase.	
Work Flow – Included in the above flow chart	

4.14. Cancel Order

FSD NO # FS014	Reference: BR 13
Module: Customer Feature	
The order can be cancelled only before shipment. The cash after deduction (bank transaction charges) will be refunded to the customer account. Note: percentage of deduction – yet to decide. In case if AMCF cannot supply the bought product to the customer against an order, the full amount will be refunded and the same will be intimated to the user by email and SMS. The details will be recorded in the customer account against the order. If the product is bought with guest user privilege, then the product cannot be cancelled. The user can cancel the same by contacting the support team. The admin will be provided with facility to cancel the product in admin interface and the same will be updated to the user by mail and SMS. The registered user can login into the portal and click on My account -> Order history and click on cancel order against the order the user want to cancel. *'Your order has been cancelled, please do check your order history for refunded amount.'* message will be displayed on successful cancellation. If the order has been already shipped, *'Your order has been shipped and it cannot be cancelled. Please do contact the customer care'* will be displayed. Then the user can cancel the order by contacting the support team. The admin will be provided with facility to cancel the product in admin interface and the same will be updated to the user by mail and SMS.	

Work Flow

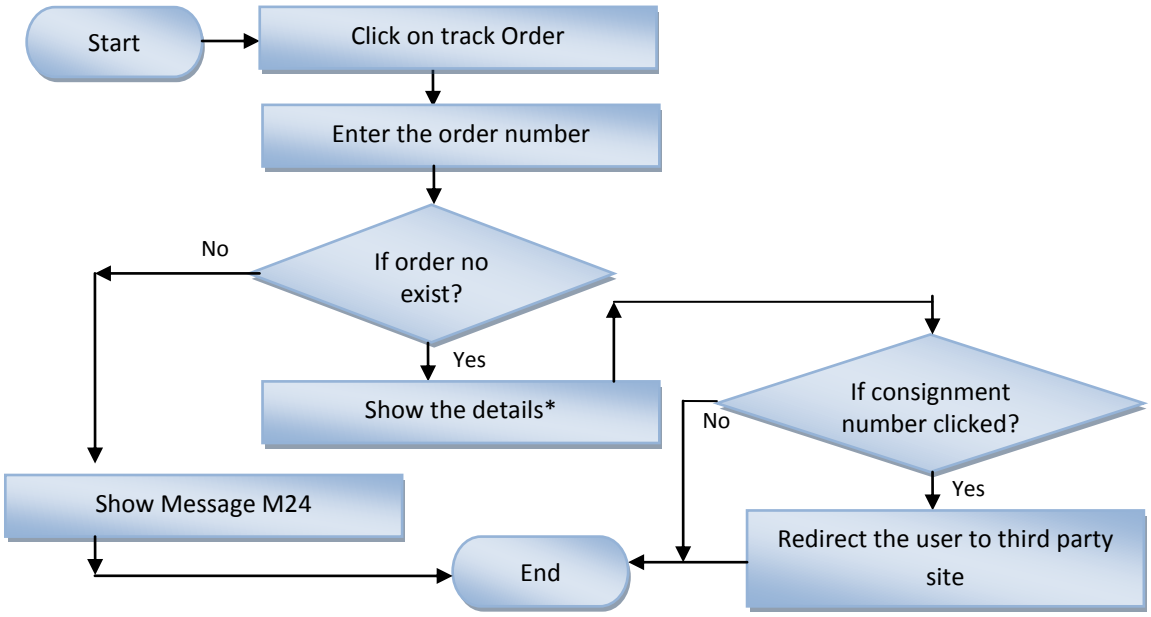

Start
Login in to the portal
Want to cancel?
No
Yes
Go to My Account -> My Order history
Click 'Cancel Order' against an order
Order not shipped?
No
Yes
Cancel the order, Display message M22 and refund the amount.
Display message M23
Update the transaction history and admin interface. Debit the loyalty points and refund the cash
End

Message #	Message Text
M10	Your order has been cancelled; please do check your order history for refunded amount.
M11	Your order has been shipped and it cannot be cancelled. Please do contact the customer care

4.15. Return Policy

FSD NO # FS015	Reference: BR 14
Module: Customer Feature	
Yet to be decided The packages that are returned by courier due to reasons like door lock, customer not available etc will be returned to AMCF. The admin will generate a RMA number for the same and handle it. For details Refer FS026	
Work Flow	

4.16. Track Order Status

FSD NO # FS016	Reference: BR 15
Module: Customer Feature	
The customer will be able to track the consignment any time using the order number without logging in. The order number can be referred from email or SMS. On entering the order number, the below details will be displayed. 1. Shipping track ID / consignment number 2. Shipping Company 3. Order details On clicking on the Shipping track ID / consignment number, the user will be redirected to the corresponding courier page of the third party where the user can enter the consignment number and track the package.	
Work Flow  ***Details** – Refer Appendix B F6	

Message #	Message Text
M24	Enter the correct order number

4.17. Review and Feedback

FSD NO # FS017	Reference: BR 16
Module: Customer Feature	

The customer will be able to write review only about the product that has been bought by them. The customer will be allowed to enter rating as Very Poor, Poor, Average, Good and Very good along with a comment. The customer will also be able to give feedback (positive / Negative) about the consignment and service. Based on the rating given by the customer, the system must be able to provide star rating.

The user can write the review by logging into the system and click on 'My account -> My review'. The user will see two tabs, Products rated and reviewed, Products not rated and reviewed.

On clicking the first tab, the user could see all the products rated by him / her. On clicking the 2nd tab, the user will see the list of products that were bought by her / him. S/he can click on the 'Rate & Review' button against the product to write a review. The user has to fill the below details and all are mandatory fields.

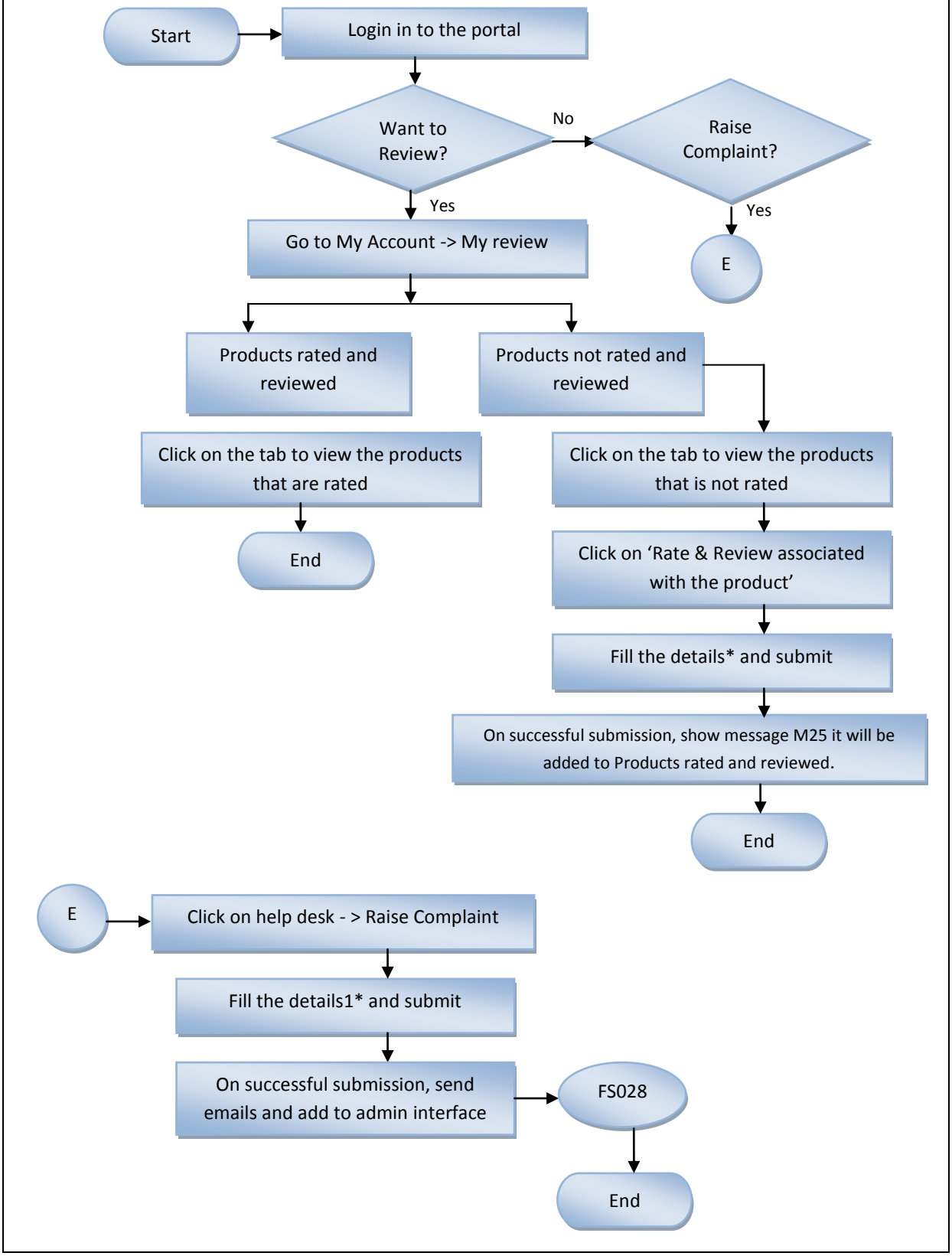
1. Review title
2. Review about – Radio button – Product, Service
3. Review description / comment
4. Rating – Drop down - Very Poor, Poor, Average, Good and Very good

On successful submission, *'Thank you for your review and feedback'* will be displayed and the product will be removed from the 2nd tab and added to the 1st.

The user will also be able to file complaint. After successful filing of the complaint, a copy of the complaint should go to the email IDs of all the Administrators and the user who have submitted it. For admin functionality, refer FS028. Any user guest / registered user can raise complaint in the portal. The complain details will include the below details.

1. Name*
2. Email ID*
3. Phone number
4. Subject*
5. Complaint detail*

Work Flow


Start
Login in to the portal
Want to Review?
No
Raise Complaint?
Yes
Yes
Go to My Account -> My review
E
Products rated and reviewed
Products not rated and reviewed
Click on the tab to view the products that are rated
Click on the tab to view the products that is not rated
End
Click on 'Rate & Review associated with the product'
Fill the details* and submit
On successful submission, show message M25 it will be added to Products rated and reviewed.
End
E
Click on help desk - > Raise Complaint
Fill the details1* and submit
On successful submission, send emails and add to admin interface
FS028
End

***Details –** Refer Appendix B F7 ***Details1 -** Refer Appendix B F8	
Message #	**Message Text**
M12	Thank you for your review and feedback

4.18. User Account Management

FSD NO # FS018	**Reference: BR 17**
Module: Customer Feature	

The user can do the following with his account.

1. Account Details
2. Order History
3. My reward and Offers
4. My Placed Order
5. My Special Order
6. My Wish list
7. My review

Account Details - The user profile details and change password option will be listed here. The user can add or update the profile details. The profile details will include the below details
Email Address, First Name, Last Name, Mobile No, Billing address, shipping address, Date of Birth, Gender, Marital Status, Anniversary date, child name (if applicable), and his / her date of birth and gender.

Order history - The customer can view the history of the order placed by them, including the cancelled order. In case, of cancelled order, on clicking the order, the details of the items ordered along with the amount that was refunded to the client will be displayed. 'Reorder' option will be available with every order. By clicking that, the customer will be able to reorder the bought items as a whole or individual item and it will flow the steps mentioned in BR9 – BR12.

Each Order history will have order no, order date, order status, items in the order, Net payment, Actions – Reorder (Clicking reorder here will reorder all the item under a order), Track order, cancel order. On clicking the order no, it will display the below details.

1. Order confirmation number
2. Order Placed on
3. Order status
4. Payment Mode
5. Payment status
6. Total order value
7. Loyalty cash earned
8. Billing address
9. Shipping address
10. Ordered items – Product name, MRP, Discount, Price, Quantity, Subtotal and reorder (Clicking reorder here, will reorder only that item)

Track order – The user can click on the transaction history and then click on track order against the

order to track the consignment. On clicking the link, the below details will be displayed.

1. Shipping track ID / consignment number
2. Shipping Company
3. Order details

On clicking on the Shipping track ID / consignment number, the user will be redirected to the corresponding courier page of the third party where the user can enter the consignment number and track the package.

Reorder – All the items under an order / a particular item under an item can be reordered. If reorder is clicked against an order then all the items will be added to the shopping cart and leave open the shopping cart. Refer FS010. To reorder an item click on order no and click on reorder against the item. Now only one item will be added to the shopping cart and leave open the shopping cart. Refer FS010.

If the item in an order is not available then the user can place the order for the same. For example: If there are 10 items against an order and 2 items are out of stock. On clicking 'Reorder',

1. Against the order: The 2 out of stock items will be shown in a pop up with the below message, a check box against the 2 items and a common 'Place Order' and a cancel button. The user can check the items s/he want to place the order and click on 'Place Order' button or simply can click cancel. If cancel is clicked, the pop up will be closed and if 'Place Order' is clicked, the user can place the order for the item(Refer FS006). Once the pop up is closed, the remaining 8 items will be added to shopping cart and open the shopping cart (Refer FS010)
2. Against the item: The user will be redirected to the PDP page of that item (Refer FS006)

Cancel order – Refer FS014

My reward and Offers – this has the following

1. Offer coupons
2. Loyalty points

Offer coupons: The customer will be given offer coupons on special days. For example: "Happy Birthday. To make your day special, AMCF offers you 10% discount on plastic products and it is valid until DD/MM/YYYY. Please do use the below offer coupon code to avail the discount" message will be sent (by SMS and Email) along with offer coupon code. This offer coupon can be used only once and will have a validity period. It will be listed here, which they can be used while purchasing a product online.

The offer coupon code will be unique for a discount and it will be shared will all the users. All valid offer coupons will be listed with the following details.

1. Offer coupon code
2. Coupons description
3. Valid till
4. Coupon amount

Loyalty points: The customer will be awarded with Loyalty points for every purchase and the same will be listed here, which they can use it next time while purchasing an online product. On cancelling an order, the loyalty points earned will be reverted.

The history of loyalty points earned will be maintained against an order number with the following details

1. Purchase Date

2. Order Number
3. Loyalty Cash Earned (Rs.)
4. Loyalty Cash Redeemed (Rs.)

My placed order - The placed order items will be listed here with details – Product picture, Product title, status as 'Not Available' and Remove icon. Once the product is available, the same will be notified here by changing the status to 'Buy Now'. The user will be able to remove the item from the placed order list by clicking remove icon and the item will be removed from the view when the user clicks a yes in the below message.

Do you want to remove the product from the 'Placed order'?

When the status changes to 'Buy Now', Add to wish list will be available.

My Special order - The special order made by the customer will be listed here with details – product picture (if applicable), product title, status as 'Not Available' and Remove icon. Once the product is available, the same will be notified here by changing the status to 'Buy Now'. The user will be able to remove the item from the special order list by clicking remove icon. The user will be able to remove the item from the placed order list by clicking remove icon and the item will be removed from the view when the user clicks a yes in the below message.

Do you want to remove the product from the 'Special order'?

When the status changes to 'Buy Now', Add to wish list will be available.

My Wish list - The user wished items will be listed here with the below details and the user can click on the shopping cart icon to buy the same or share the same with kith and keen by entering their email Id.

1. Wished product picture, Product title
2. MRP
3. Selling price
4. Shopping cart icon
5. To Share check box
6. Shared with details

Each item in the wish list will have icon and a check box for 'To share'. The user can check on the items and click on 'Share with Friends' button to share the wished products. You can also remove an item from the wish list. The user will be able to remove the item from the placed order list by clicking remove icon and the item will be removed from the view when the user clicks a yes in the below message.

Do you want to remove the product from the 'Wish List'?

On clicking on , the item will be added to the shopping cart. Refer FS010 for the same.

My wish list will have the following

1. Settings
2. Find Wish list

The wish list will have settings, which is Private, public and shared. The default setting will be private. If shared, the only people with the link can see this list. It will not appear in search results of 'Find wish list'. If public, the wish list can be viewed by any one.

To share an item in the wish list, the wish list should be public or shared. If private, and if the user is sharing the wish list with friends, then *'Sharing this list will change your privacy settings to Shared'* will be displayed. If the user clicks 'Okay', then the below mail details will be displayed.

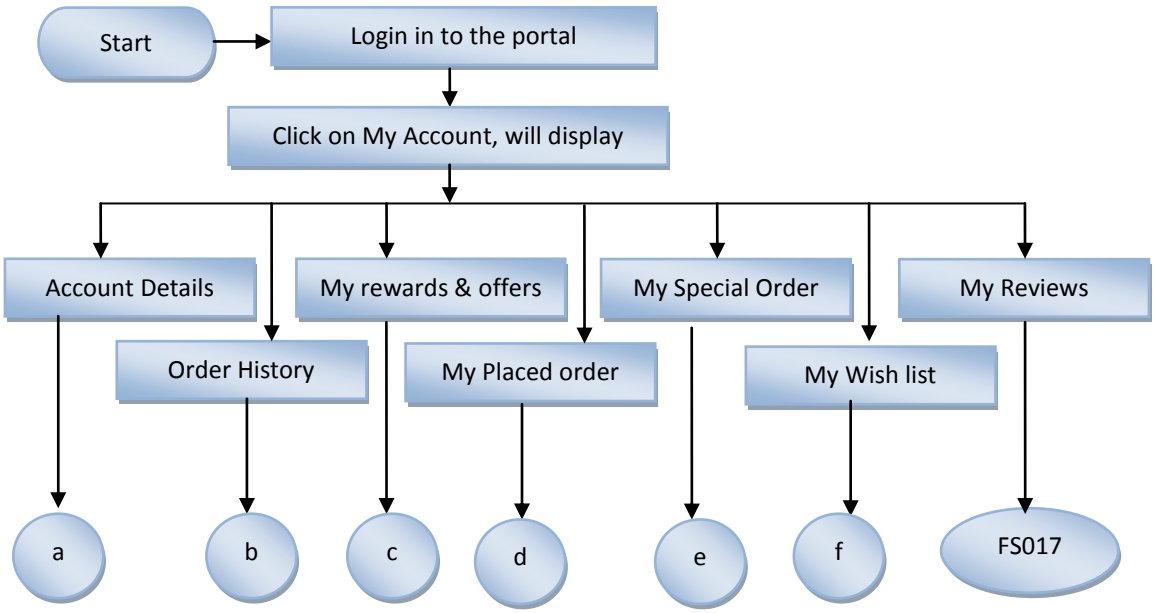
1. Subject – Default – User's wish list – auto populated
2. Message
3. Send me a copy of this email – Check box

If #3 is checked, a copy of the mail will be sent to the users mail ID.

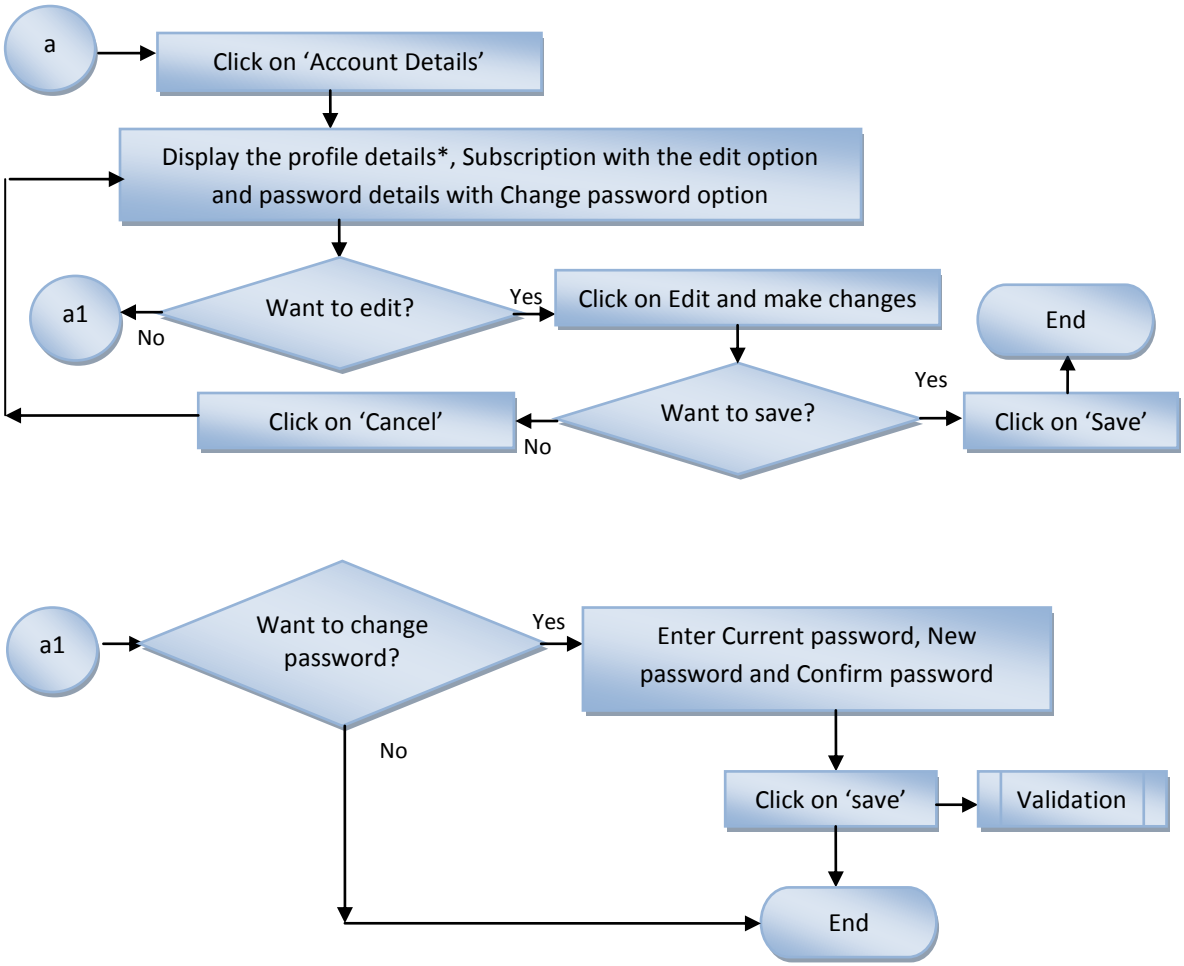
The person on receiving the mail, will click on the link and will be redirected to Ananthaonline.com and will show only the products that are shared with the user with product picture, MRP, SP and Shopping cart icon. The person if interested can buy the product for the user who has shared the link.

My reviews – This will have two sub menus – Products rated and reviewed, Products not rated and reviewed.
Products rated and reviewed - This will list all the review and feedback given by the user for a product bought by the user.
Products not rated and reviewed – This will list all the bought products that has to be reviewed by the user (refer FS017).

Work Flow

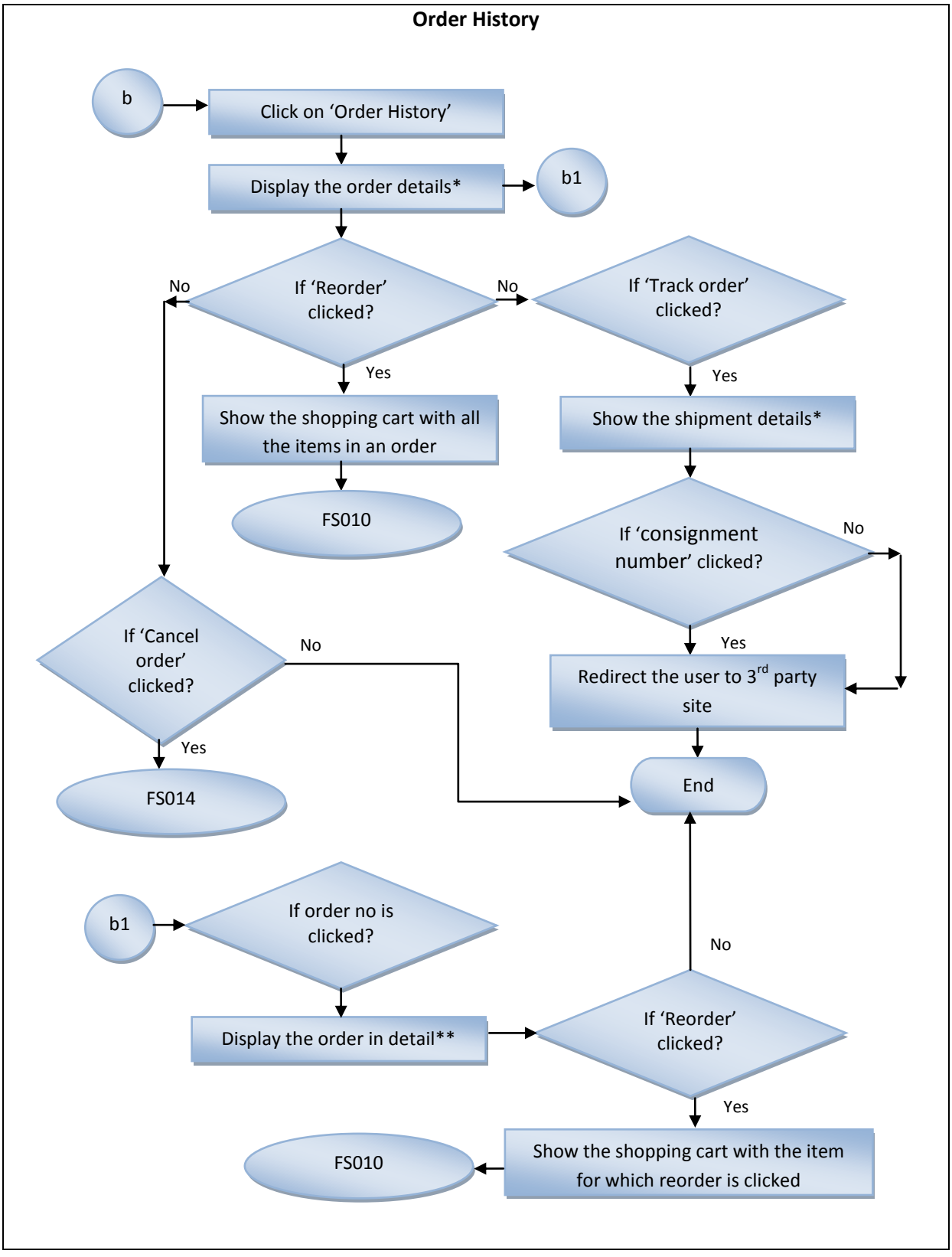


Account details



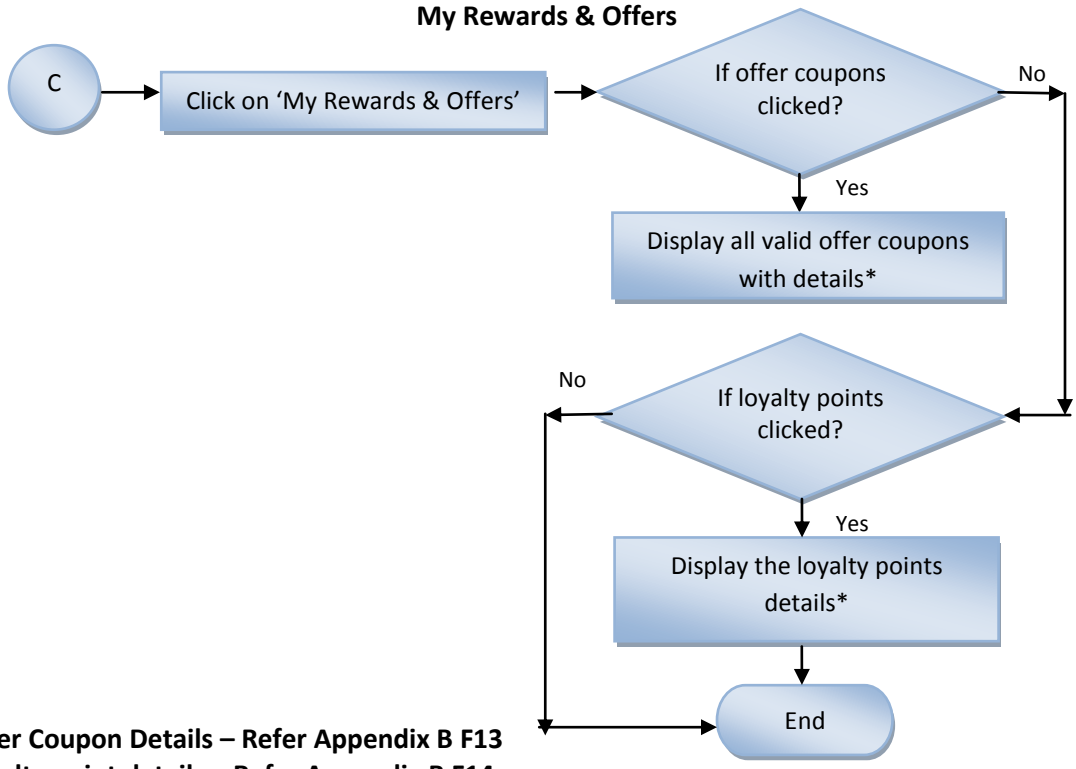
***Profile Details – Refer Appendix B F9**

Order History



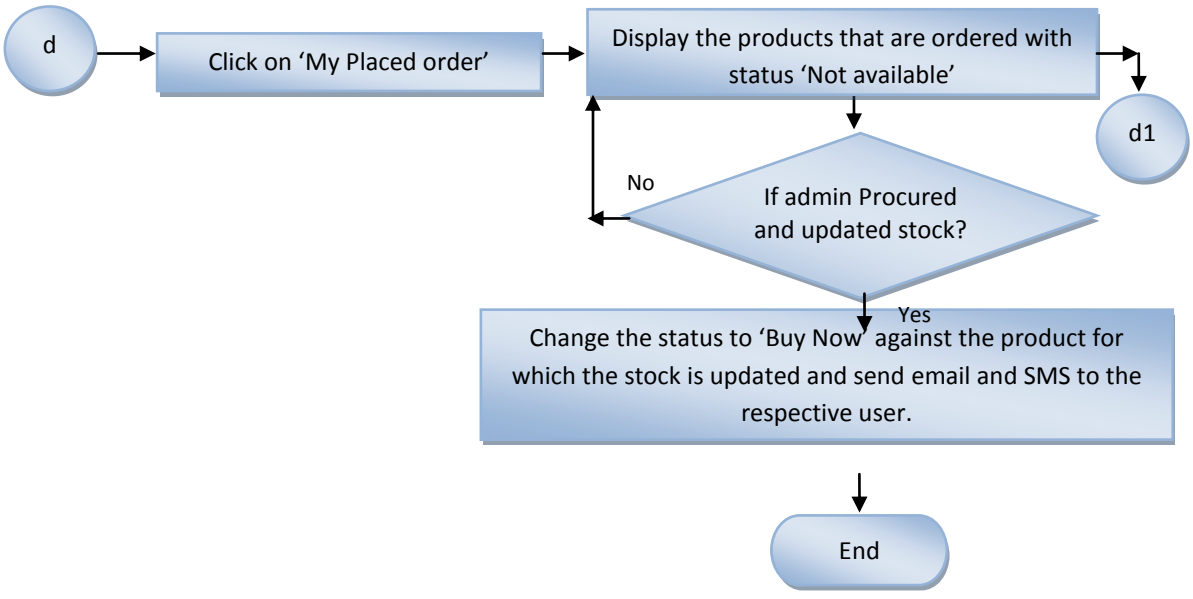
***Order Details – Refer Appendix B F10**
**** Order in detail – Refer Appendix B F11**
***Shipment details – Refer Appendix B F12**

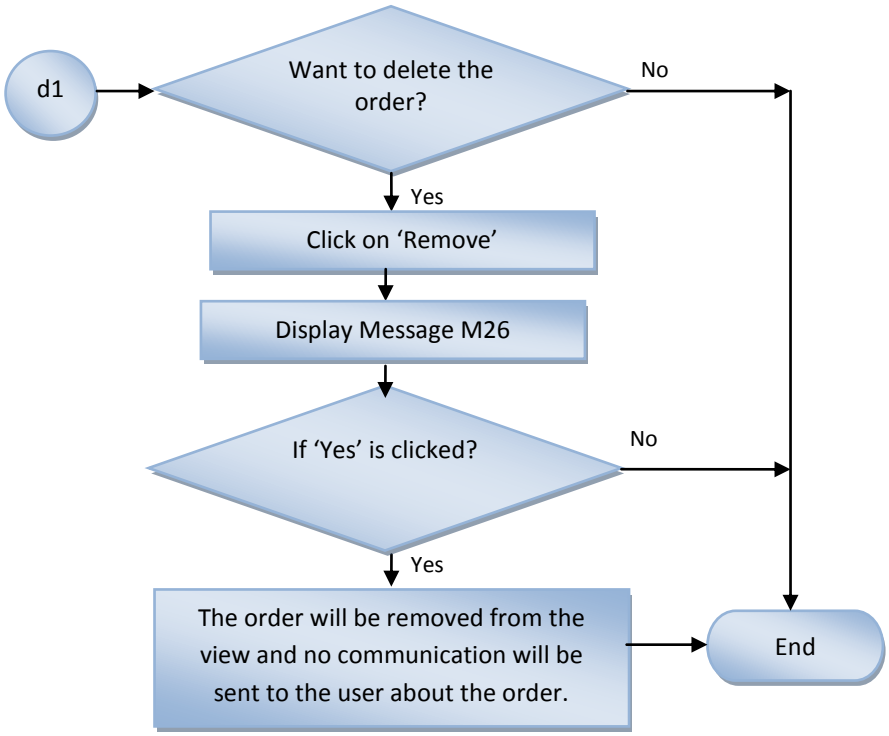
My Rewards & Offers



***Offer Coupon Details – Refer Appendix B F13**
***Loyalty point details – Refer Appendix B F14**

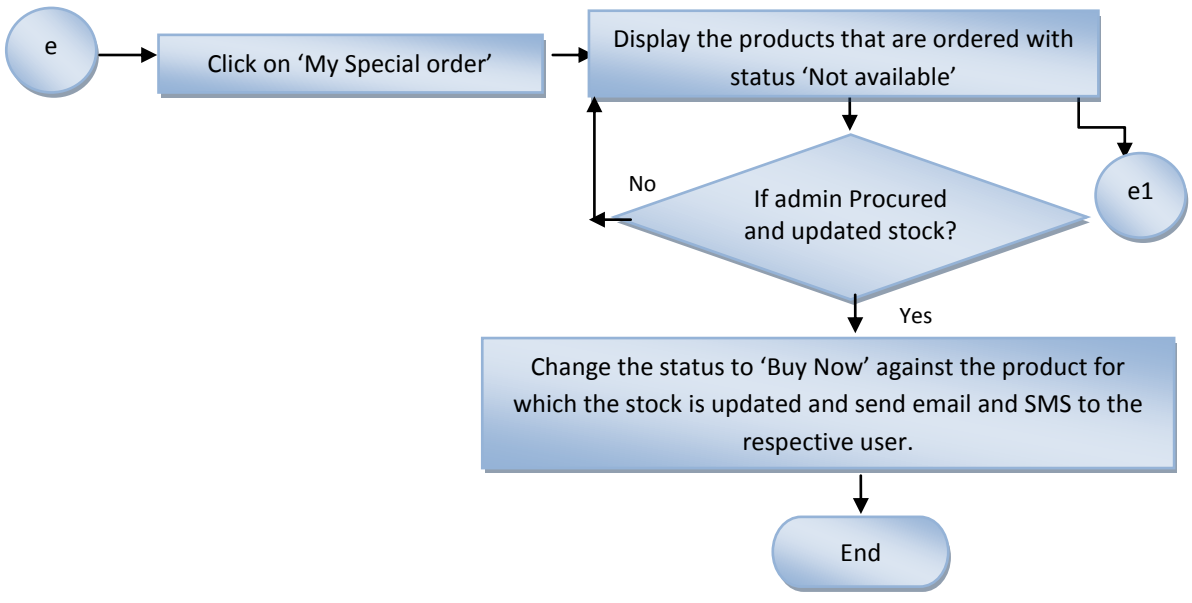
My placed Order

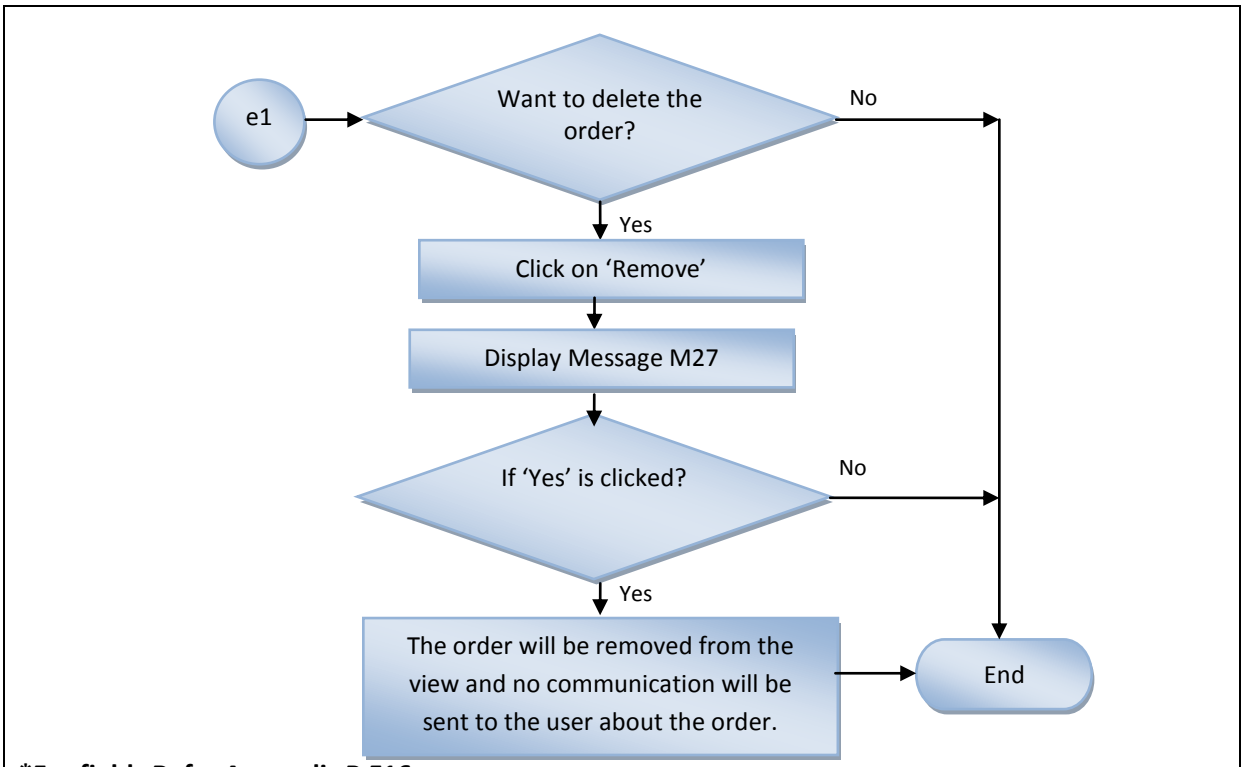

d
Click on 'My Placed order'
Display the products that are ordered with status 'Not available'
d1
No
If admin Procured and updated stock?
Yes
Change the status to 'Buy Now' against the product for which the stock is updated and send email and SMS to the respective user.
End



***For fields Refer Appendic B F15**

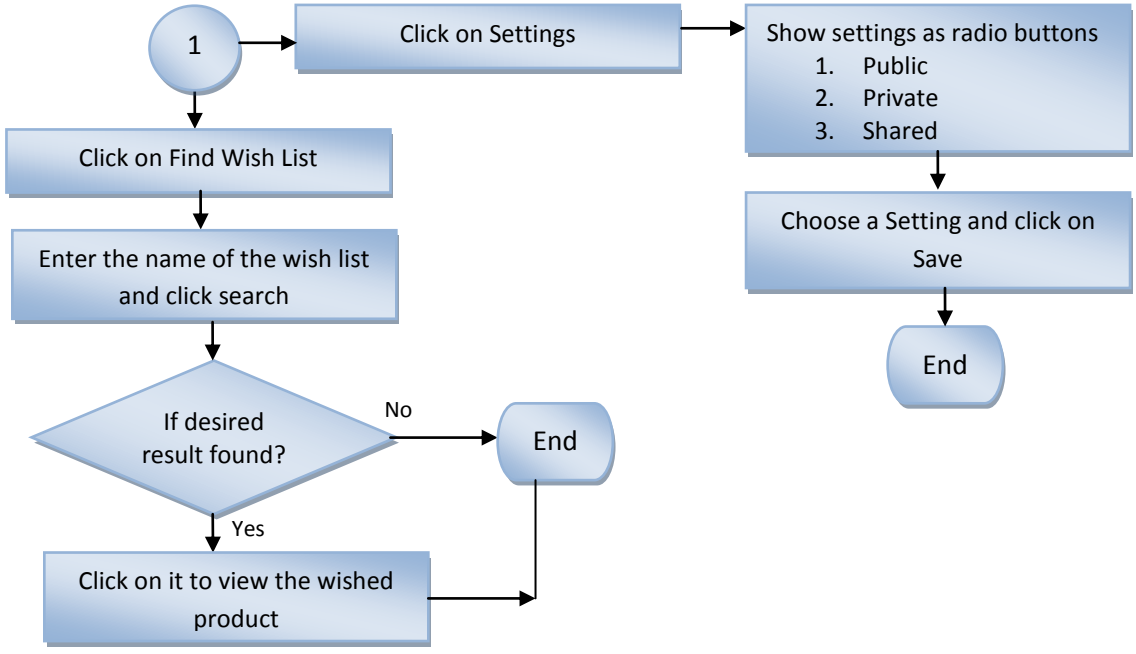
My Special Order


e
Click on 'My Special order'
Display the products that are ordered with status 'Not available'
e1
No
If admin Procured and updated stock?
Yes
Change the status to 'Buy Now' against the product for which the stock is updated and send email and SMS to the respective user.
End

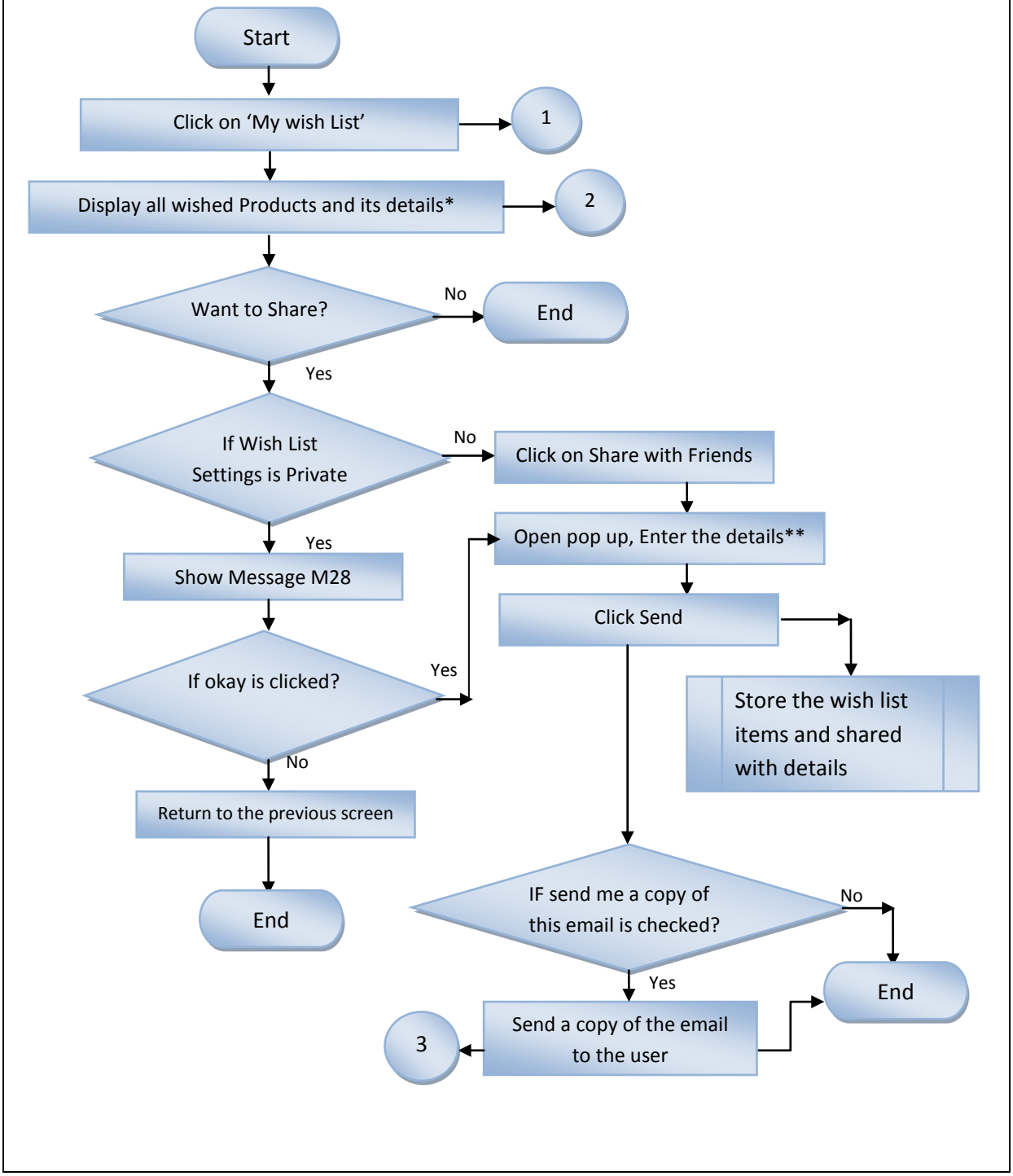


***For fields Refer Appendic B F16**

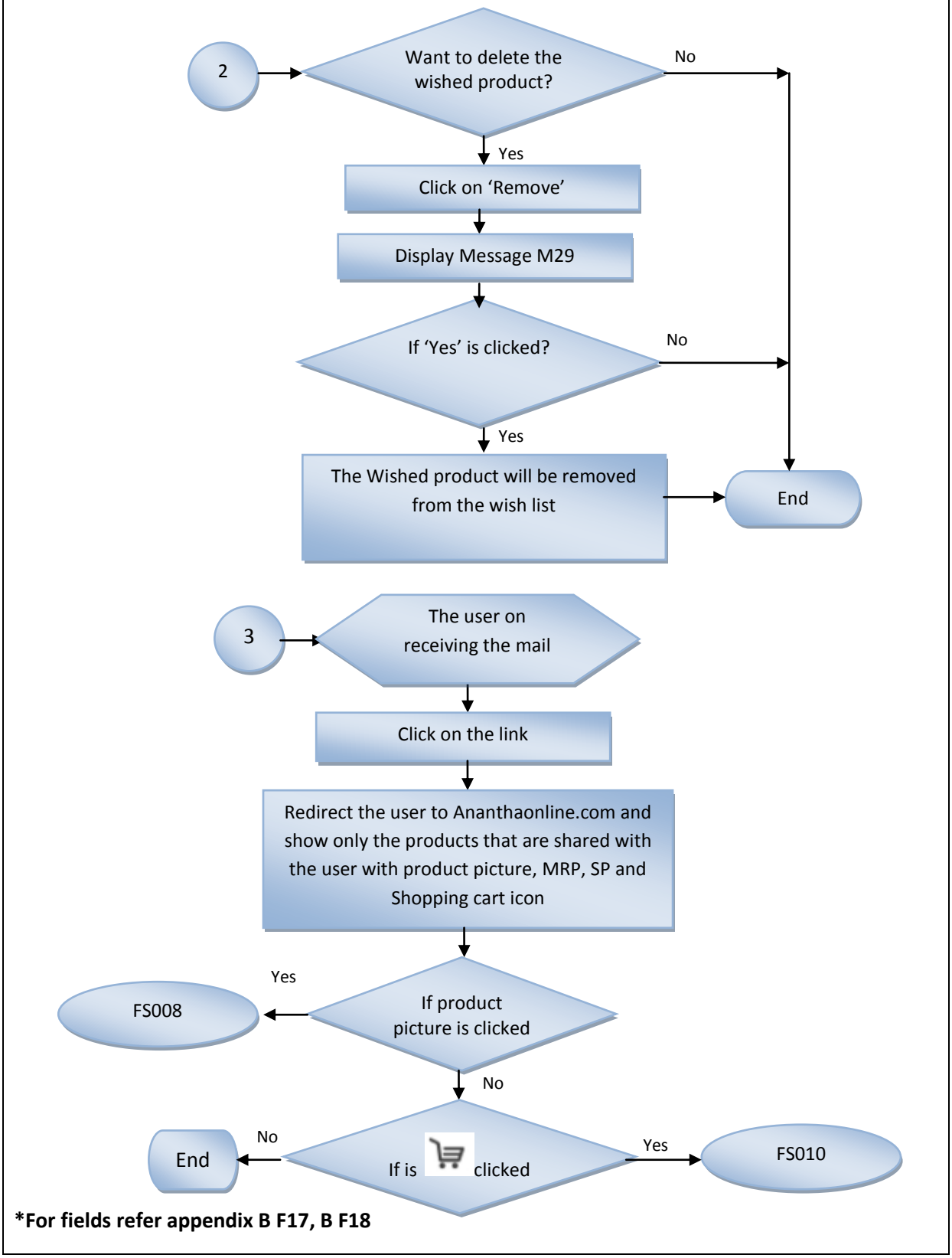
My wish List



My Wish list


Start
Click on 'My wish List'
1
Display all wished Products and its details*
2
Want to Share?
No
End
Yes
If Wish List Settings is Private
No
Click on Share with Friends
Yes
Show Message M28
Open pop up, Enter the details**
Click Send
If okay is clicked?
Yes
Store the wish list items and shared with details
No
Return to the previous screen
End
IF send me a copy of this email is checked?
No
Yes
End
Send a copy of the email to the user
3

My wish list



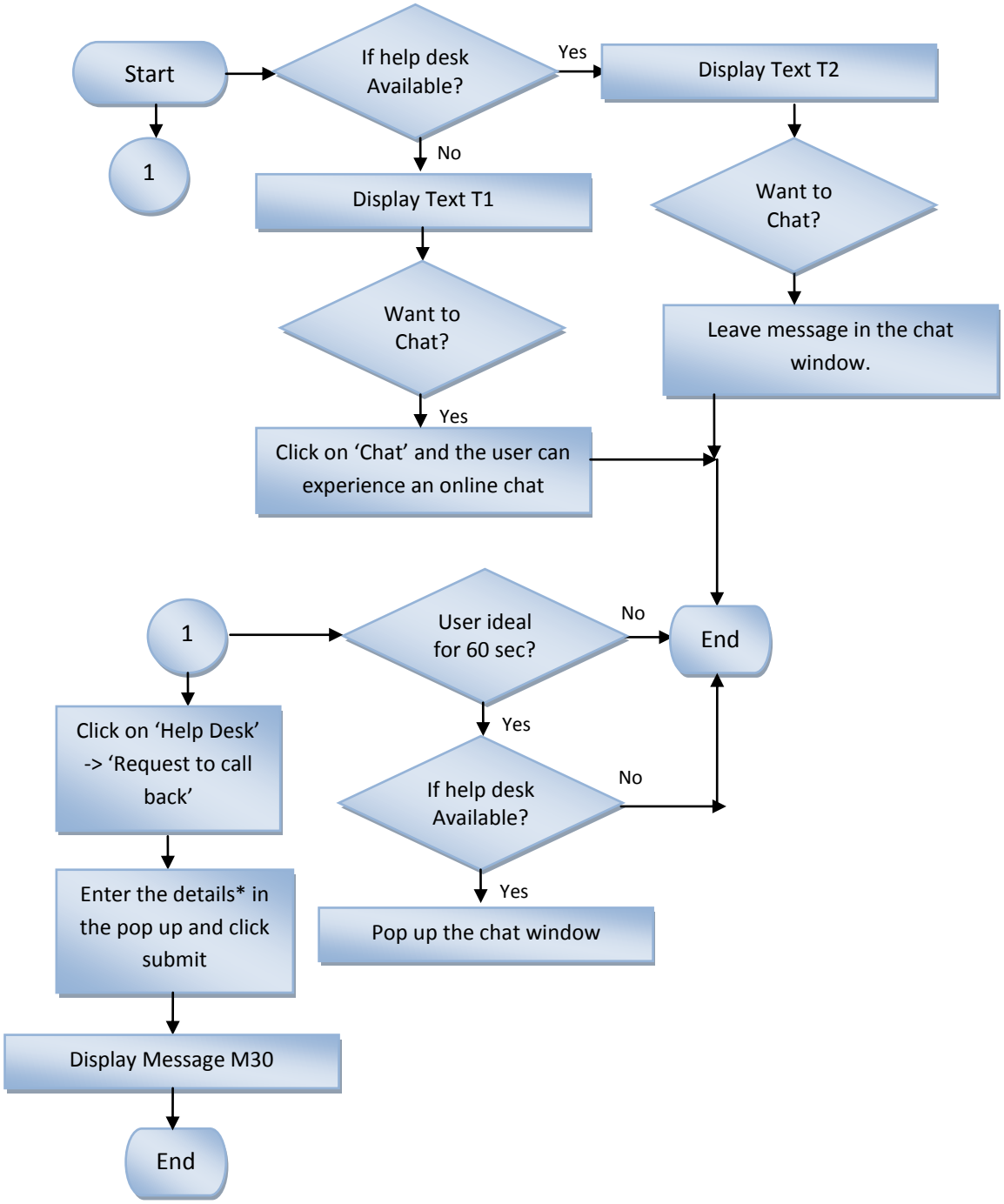
***For fields refer appendix B F17, B F18**

My review	
Refer FS017	
Message #	**Message Text**
M26	Do you want to remove the product from the 'Placed order'?
M27	Do you want to remove the product from the 'Special order'?
M28	Sharing this list will change your privacy settings to Shared
M29	Do you want to remove the product from the 'Wish List'?
Functional Specification reference: FS008 – Product detail page; FS010 = Shopping cart	

4.19. Customer service - Chat

FSD NO # FS019	**Reference: BR 18**
Module: Customer Feature	
The customer will know when the help desk / customer care is on line. The available timing of the support team will be mentioned in text. If the help desk / customer care is available, the same will be informed to the user by a text *'Available'* and if not available, then the text *'Available between 9AM to 8PM IST'* will be displayed next to the help desk link. The user will be able to chat with the support team if available. If the support team is not available then the customer can leave message in the chat window. Request to call back – The customer can leave their phone number and name using request to call back option. This will avoid the customer waiting in engaged line for long time. On successful submission of the details, the below thank you note will be displayed. *'Thanks for leaving your details with us. We will contact you shortly.'* The user can be invited for the chat (if chat is available and online) if s/he stays in the same page and ideal for 60 seconds.	

Work Flow



*Details – Refer Appendix

Message #	Message Text
M30	Thanks for leaving your details with us. We will contact you shortly.
T1	Available
T2	'Available between 9AM to 8PM IST'

4.20. Features

FSD NO # FS020	Reference: BR 19
Module: Customer Feature	

The website will have the following features

1. Deal of the day
2. Gift Ideas
3. Gift coupons
4. New arrivals
5. Wedding specials
6. wedding registry

The 'Deal of the day' is displayed on the right side of the page and will keep running along with the page scroll.

- When the user clicks on the 'Deal of the day' tab, the menu slides from right to left listing the items, that are the deals for that day.
- On loading 'Ananthaonline.com', the deal of the day will pop up with a decrement timer that shows the dead line of the deal.

Gift ideas - This feature is to suggest gifts based on the customer input. The customer can enter values for all or any of the below.

1. Gender
2. Occasion
3. Age
4. Budget
5. Category

Based on the value entered, the portal will list the items that can be gifted.

E-Gift vouchers – The customer instead of buying a product can buy e- gift vouchers and gift them to their beloved ones. The consignee can use the same too buy a product online or by walking into the store.

The user have to enter the below details before clicking on 'Buy E-Gift Voucher'.

1. Recipient Email ID
2. Confirm Email id
3. Value of the voucher

The user will be provided with an option to personalize the E-gift voucher by checking Personalize

Your e-gift voucher. On checking the user will be asked to enter the below details.

1. To – Enter receiver's name
2. From – Enter Sender's name
3. Message – Enter personalized message.

On clicking 'Buy E-Gift Voucher', If the customer is not logged in the site with their email ID, the user will be shown the sign in page. The user can continue as guest or register in the portal. Refer FS002.
Next the user will be asked to enter the billing address(in the case of guest user, the fields will be blank, in case of registered user, the billing details from the profile page will be loaded (if already stored in profile page)).

On successful entry and clicking on 'Continue', the user will be taken to the order detail page, where the details of the order will be displayed as below

1. Item
2. Qty
3. Price
4. Delivery Details
5. Subtotal

The user can enter the phone number next to text *'Send Order related SMS alert to'* if they want the order status by SMS.

If the user is okay with the entered details, the user will be taken to payment method screen. Here, the customer can pay using net banking, credit / debit cards and PayPal payment gateway. No COD here.
The Customer will be intimated by mail and SMS on success / failure of the transaction.

On successful transaction, the alpha numeric order number will be generated and displayed along with the below details

1. Order confirmation number
2. Order Placed on
3. Order status
4. Payment Mode
5. Payment status
6. Total order value
7. Loyalty cash earned

New arrivals - The items that are new arrivals will have a new arrival logo to it.

Wedding specials - This will list packages based on the budget. The user can select a package and customize it.

On selecting a package, it will list all the items in the package with heading.

A. Package Name
B. Total amount of the package and below details
   1. No#
   2. Product picture
   3. Item name
   4. Quantity with up and down arrow
   5. MRP

6. Selling Price
7. Sub total
8. Delete icon

The user can click on 'delete' to delete the item in the selected package and add / remove quantity by clicking the up and down arrow. Any change done should be auto saved and affect subtotal and total amount of the package.

They could also add any item to the selected wedding special package, if the item is not already in the list.

The user will be able to add the items to the list by clicking 'Add new item' associated with the wedding package. When the user clicks on the 'Add new item', it will open the search box. The user can search for the items (FS001). The user will be shown the below message when
'Do you want to add this item to the wedding package '<Wedding package name>'?'

A. The user clicks on the shopping cart icon against the item
B. The user clicks on '~~Add to wedding package'~~Buy Now' Button in the product detail page

If yes is selected, then the item will be added to the wedding package, the total amount will be refined. If the user feels the requirement has been fulfilled, s/he can click on the shopping cart that will pop open the shopping cart with added wedding special package.(Refer FS010)
If No is clicked, then the item will be processed separately.(Refer FS010)

On clicking , the package will be added to the shopping cart (Refer FS010) and will open the cart with shopped item. The cart will have 'Continue Shopping' and 'Check Out' buttons. The user can click on 'Continue Shopping' to continue the shopping or click on 'Check Out' to check out the products (Refer FS012)

On clicking , the package will be added to the customer wish list. (Refer FS007)

Wedding registry – On clicking the wedding registry, the user will see the sign up page, where the user can sign in or register in the system. Refer FS002.
On successful login, the user will enter the below details and create the registry.

1. About you & your partner
    a. About you
        i. First name
        ii. Last name
        iii. Email ID
    b. About your partner
        i. First name
        ii. Last name
        iii. Email ID
    c. Partner Permission – If the user want his / her partner to edit the registry and add the items to the registry, then the user will grant permission for the same by checking the below message.
        ☐ *I would like my partner to be able to edit this registry. Please send an invite to the partner email address indicated above with directions for activation.*

2. Your Shipping address for gifts
    a. Before wedding
        i. Full Name:
        ii. Address 1:
        iii. Address 2:
        iv. City:
        v. State:
        vi. ZIP:
        vii. Country:
        viii. Phone Number:
    b. After Wedding – the user can enter the below details or check 'Same as before wedding'
        i. Full Name:
        ii. Address 1:
        iii. Address 2:
        iv. City:
        v. State:
        vi. ZIP:
        vii. Country:
        viii. Phone Number:
3. About your wedding
    a. Wedding place
    b. Wedding date
4. Privacy Setting – Choose any of the settings listed below
    a. Public - Anyone can search for and view this registry
    b. Private - Only myself and my partner can view this registry.
    c. Shared
5. The user can click on subscribe option (FS) if needed
6. The user can check the below message if the user like to receive email updates about the status of my registry

    ☐ *Yes, I would like to receive email updates about the status of my registry*

On Clicking Submit, the registry will be created with the settings selected. If 1#c – partner permission is checked, an email (Refer appendix C for template) will be sent to the partner. The partner can click on the link and sign in to the account (if registered user) or register in the system. On successful registration, the user will be asked to claim the wedding registry, by clicking the 'Claim wedding registry' button associated with the below message.

You have signed in to anathaonline.com with the following email address: abcd@gmail.com
If this is the account, you want associated with <bride name> and <bridegroom>'s Wedding Registry then click the Claim Wedding Registry button below.

By claiming the registry, the partner will now be able to edit the registry and add items to the registry.

The user can search for any product (FS002), if any of the products meets the customer need, the user can click on the product and view the selected product's product detail page (FS008).

The product detail page will have 'Add to Wedding registry' if the user has registered for a wedding registry and on clicking it, the product will be added to the wedding registry. On the other hand, the

user can click on the wish list icon, and if the user is registered in the wedding registry, the product will be added to the wedding registry. There is no wish list feature for wedding registered customers.

This wedding registry can be shared with friends. To share a registry, it should be public or shared. If private, and if the user is sharing the registry with friends, then *'Sharing this wedding registry will change your privacy settings to Shared'* will be displayed. If the user clicks 'Okay', then the below mail details will be displayed.

1. Subject – Default – wedding registry name – auto populated
2. Message
3. Send me a copy of this email – Check box

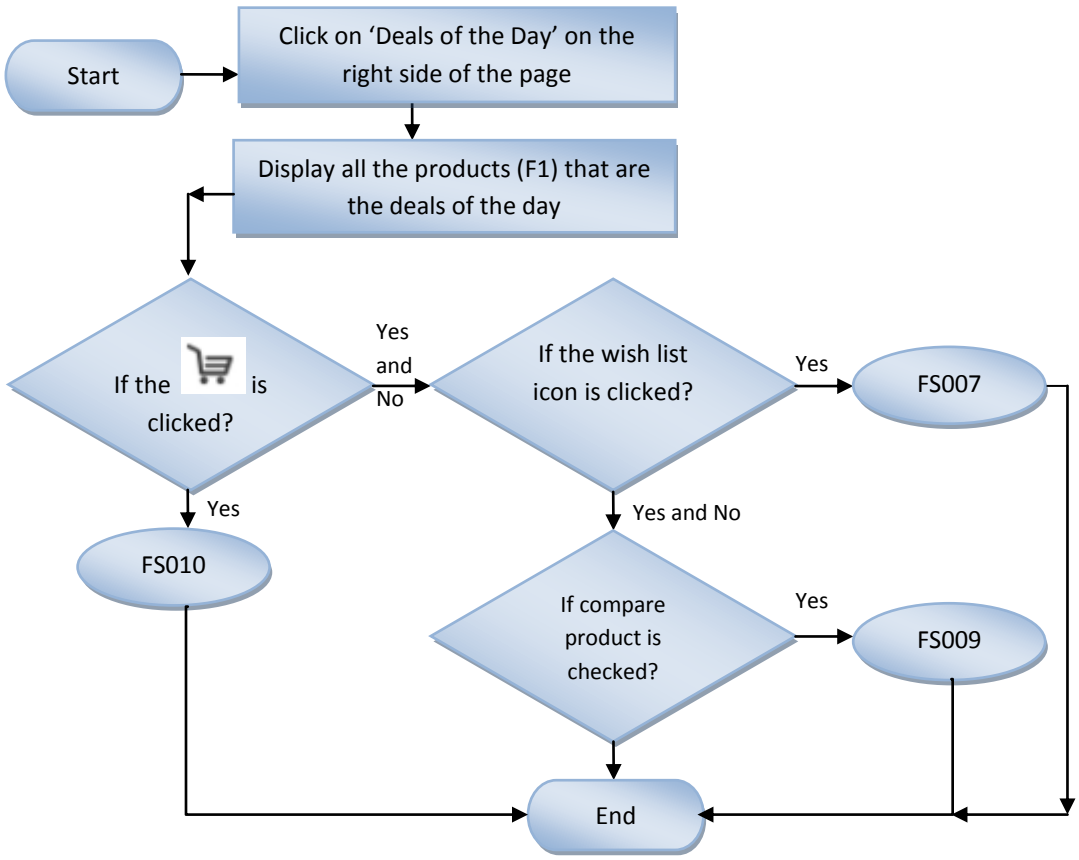
If #3 is checked, a copy of the mail will be sent to the users mail ID.

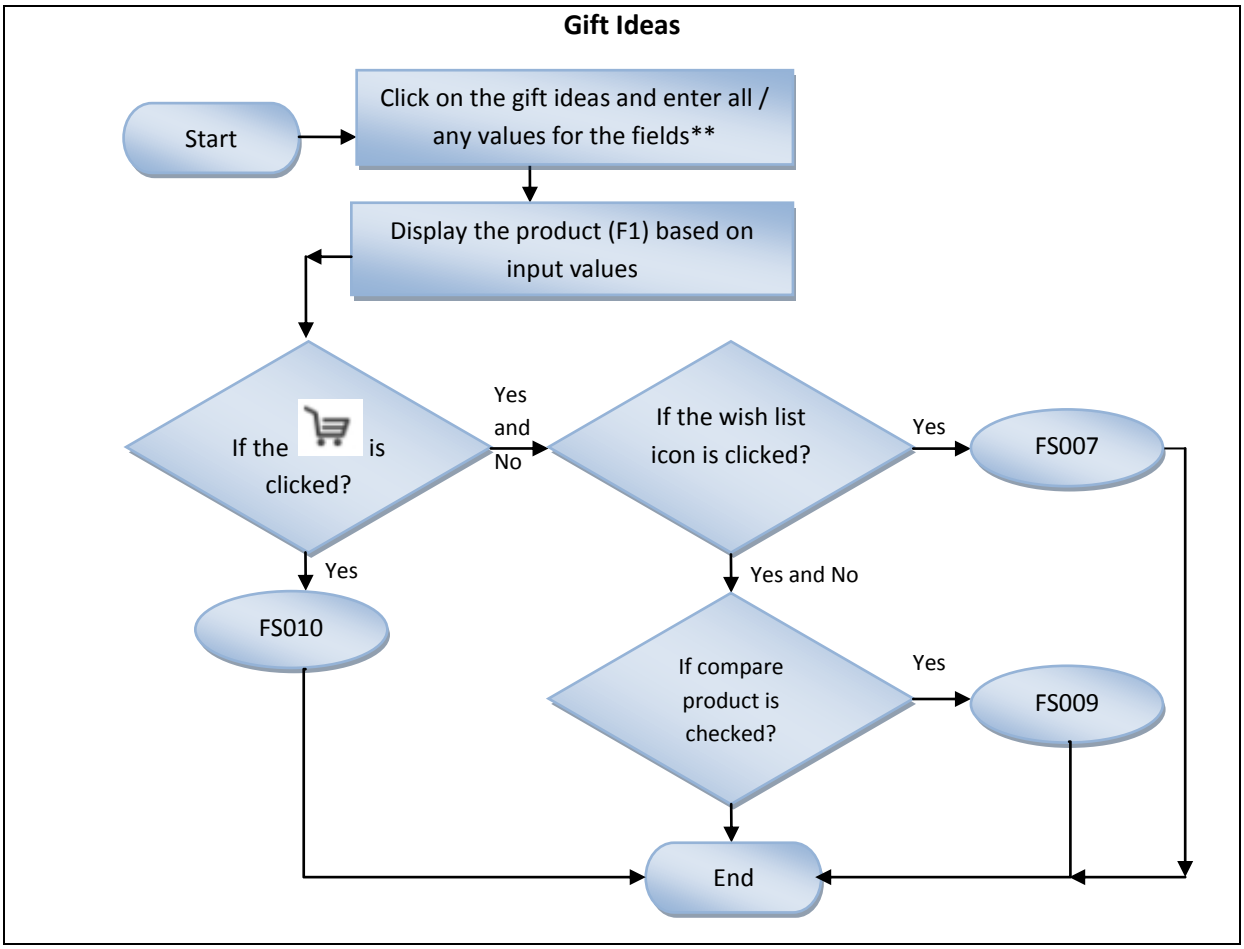
The person on receiving the mail, will click on the link and will be redirected to Ananthaonline.com and will show the products added to the registry, that are shared with the user with product picture, MRP, SP and Shopping cart icon. The person if interested can buy the product for the user who has shared the link. On successful buy, the product will be removed from the registry and a status mail will be sent to the user.

The bride / bridegroom can collect the gifts from AMCF on proper authentication or AMCF will ship the same to the address of the newly wedded couples.

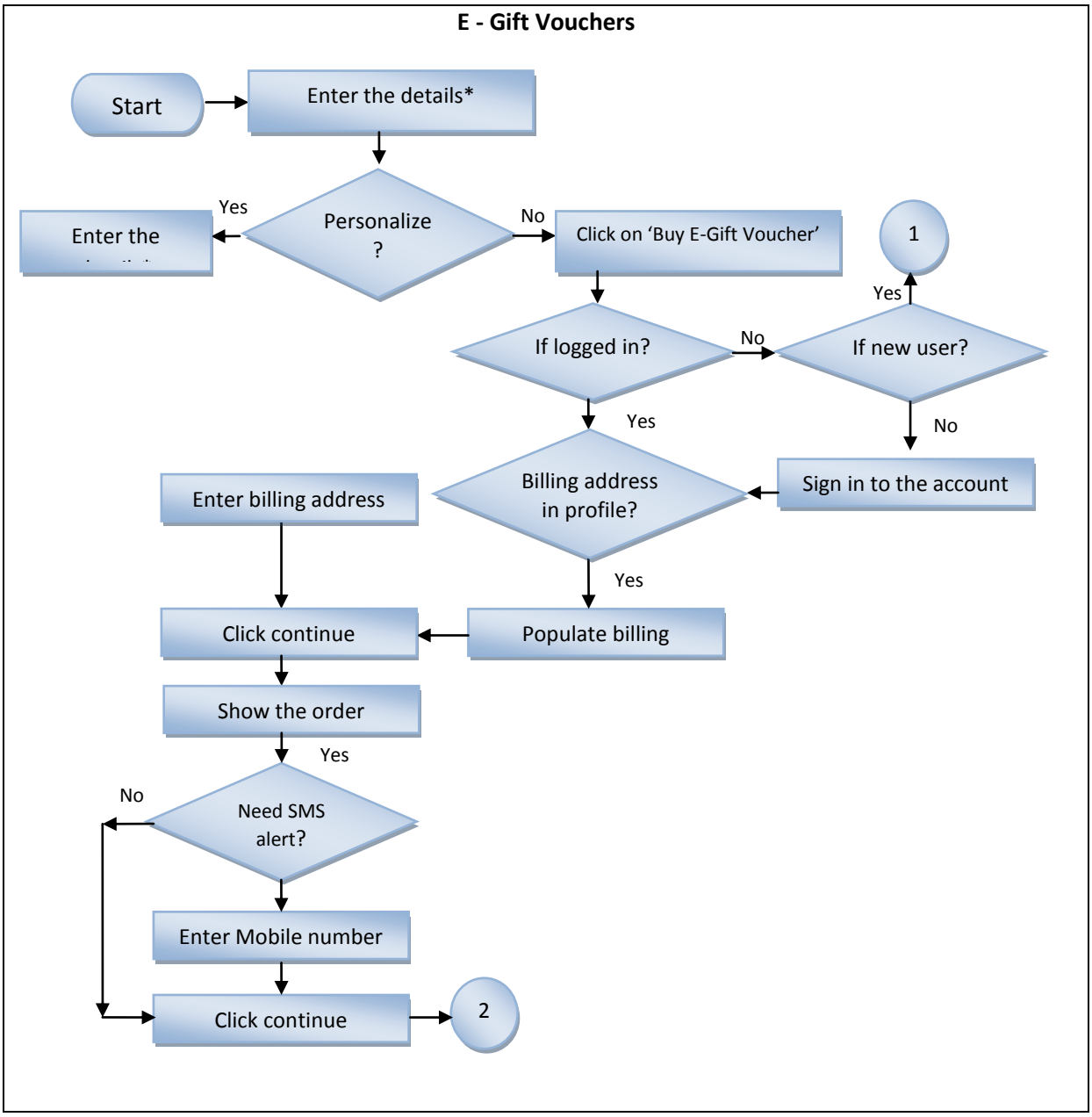
The user can delete the wedding registry anytime by clicking on 'Manage My registry' -> Delete Registry. When the wedding registry is deleted, on clicking , the product will be added to the regular wish list.

Work Flow **Deal of the day**

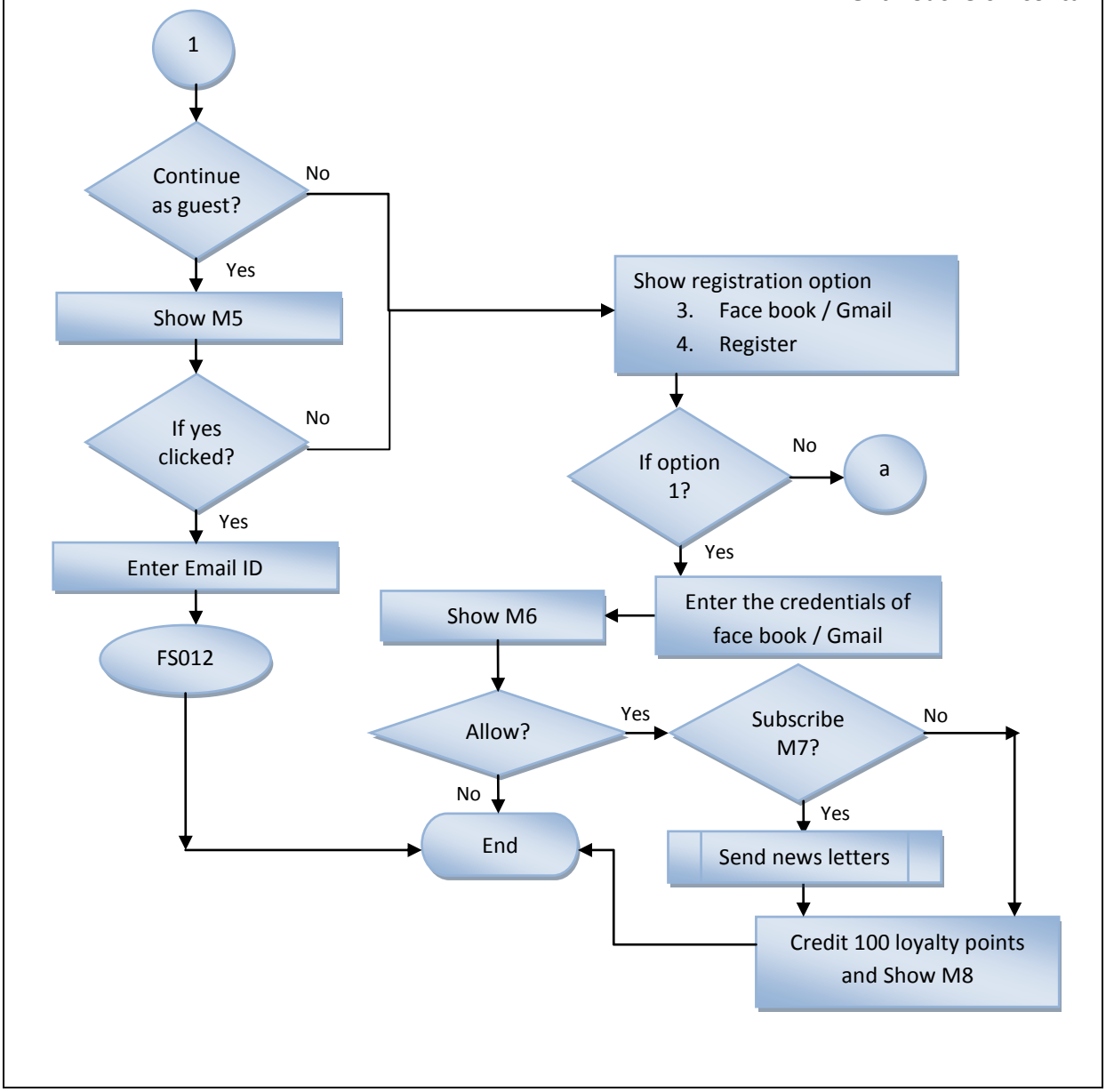



Gift Ideas
Start
Click on the gift ideas and enter all / any values for the fields**
Display the product (F1) based on input values
If the is clicked?
Yes and No
If the wish list icon is clicked?
Yes
FS007
Yes
FS010
Yes and No
If compare product is checked?
Yes
FS009
End

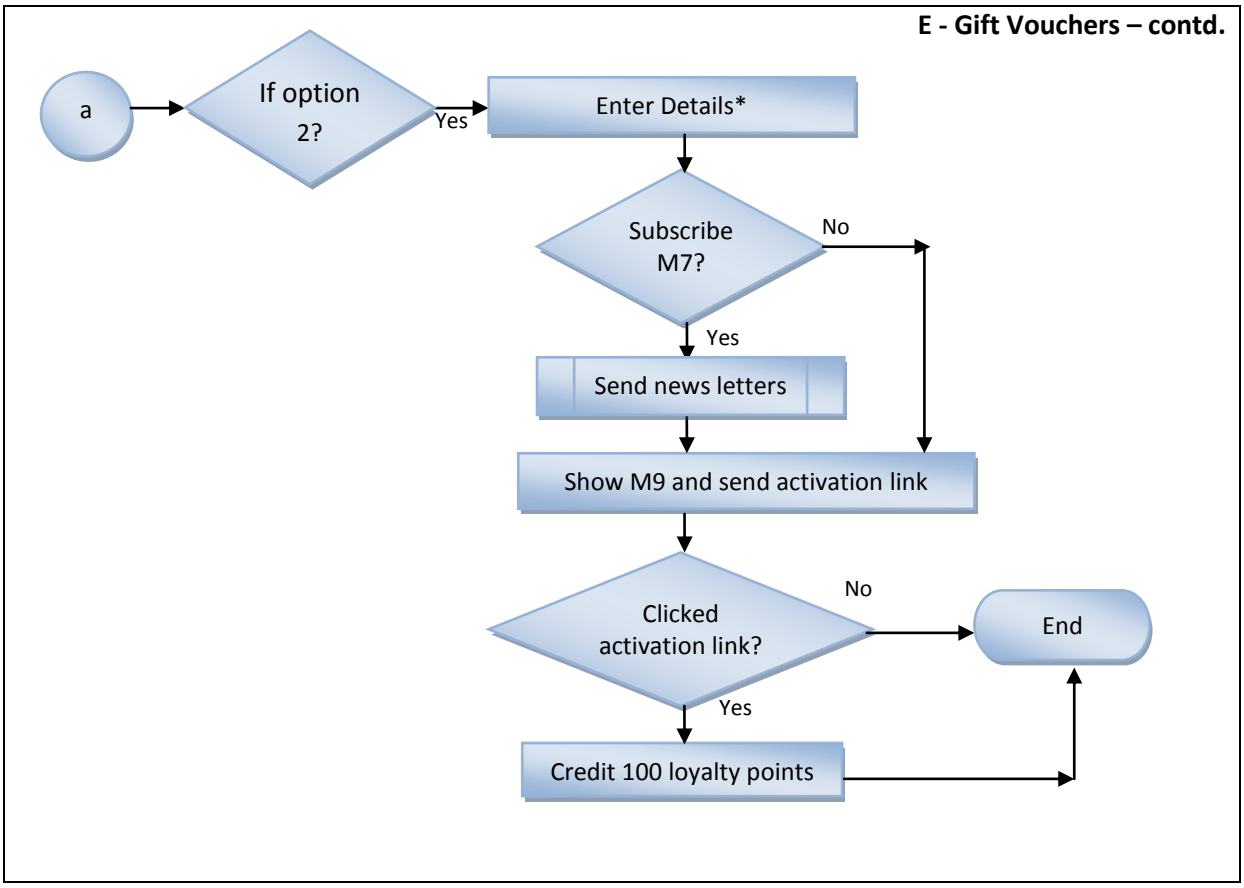
E - Gift Vouchers



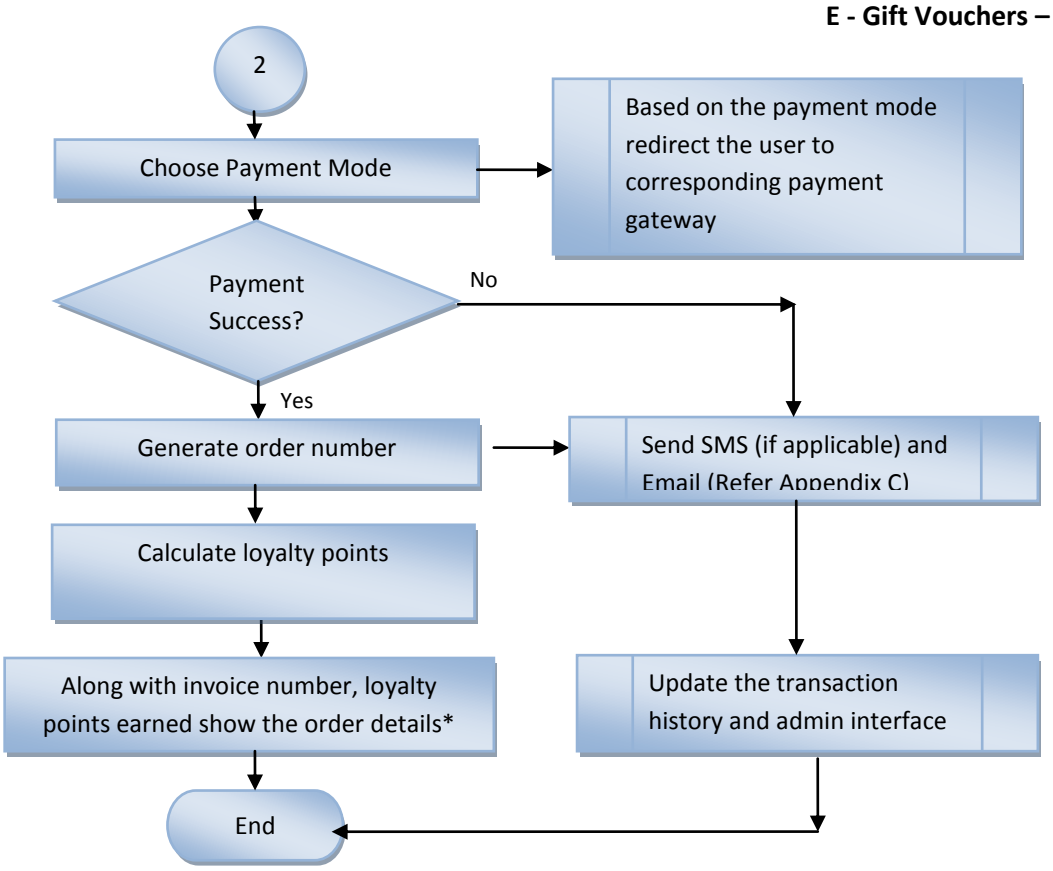
E - Gift Vouchers – contd.



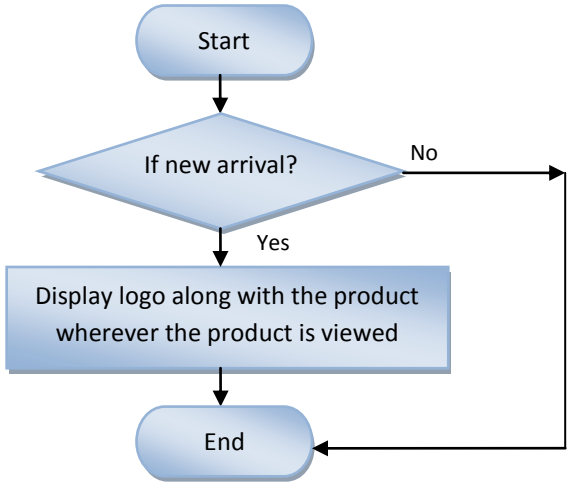
E - Gift Vouchers – contd.

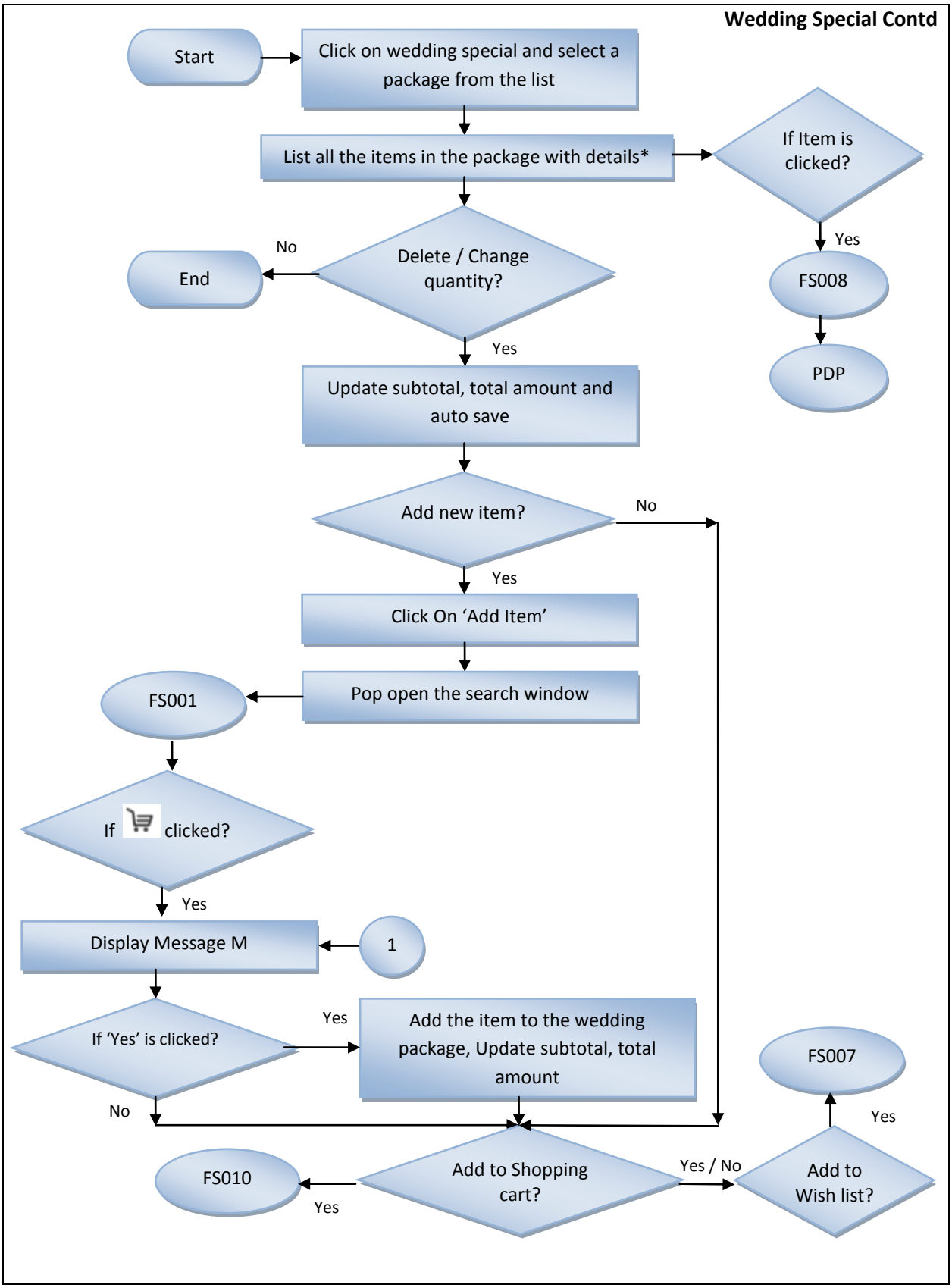


E - Gift Vouchers – contd.

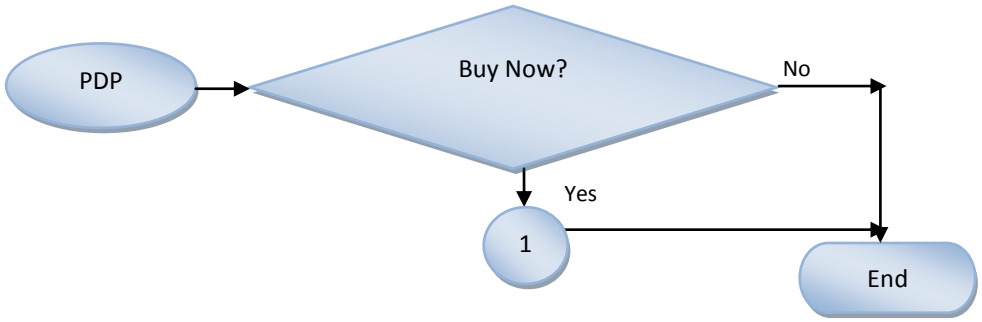

2
Choose Payment Mode
Based on the payment mode redirect the user to corresponding payment gateway
Payment Success?
No
Yes
Generate order number
Send SMS (if applicable) and Email (Refer Appendix C)
Calculate loyalty points
Along with invoice number, loyalty points earned show the order details*
Update the transaction history and admin interface
End

New arrivals

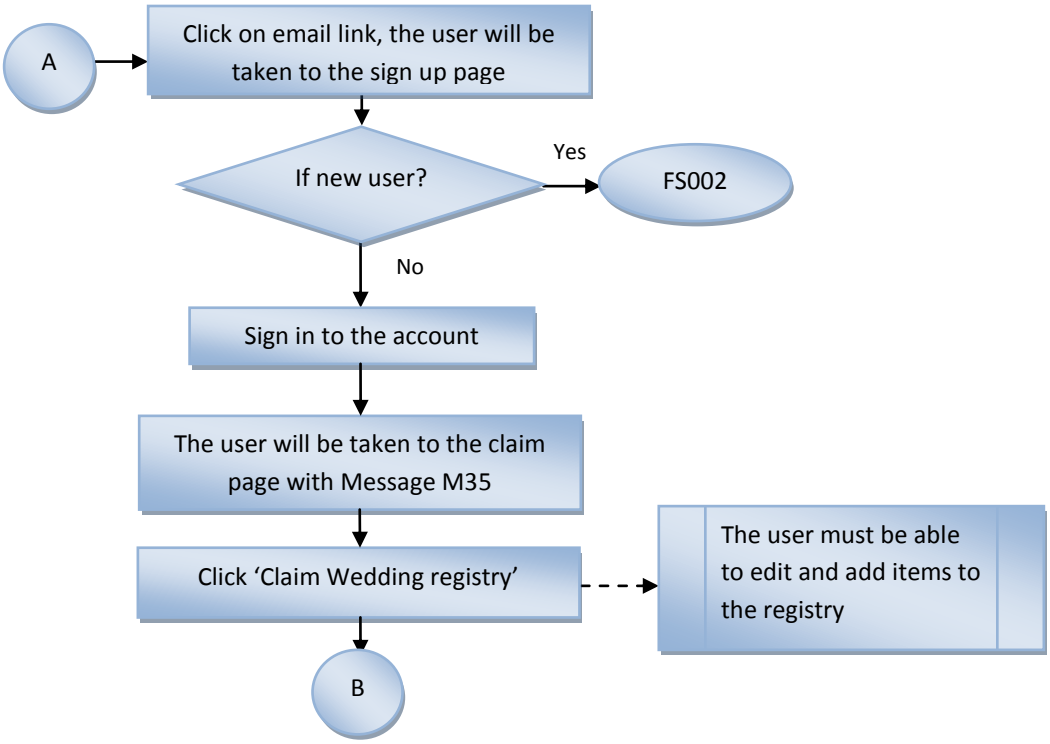



Wedding Special Contd
Start
Click on wedding special and select a package from the list
List all the items in the package with details*
If Item is clicked?
Yes
FS008
PDP
Delete / Change quantity?
No
End
Yes
Update subtotal, total amount and auto save
Add new item?
No
Yes
Click On 'Add Item'
Pop open the search window
FS001
If clicked?
Yes
Display Message M
1
If 'Yes' is clicked?
Yes
Add the item to the wedding package, Update subtotal, total amount
No
FS007
Yes
Add to Shopping cart?
Yes / No
Add to Wish list?
FS010
Yes

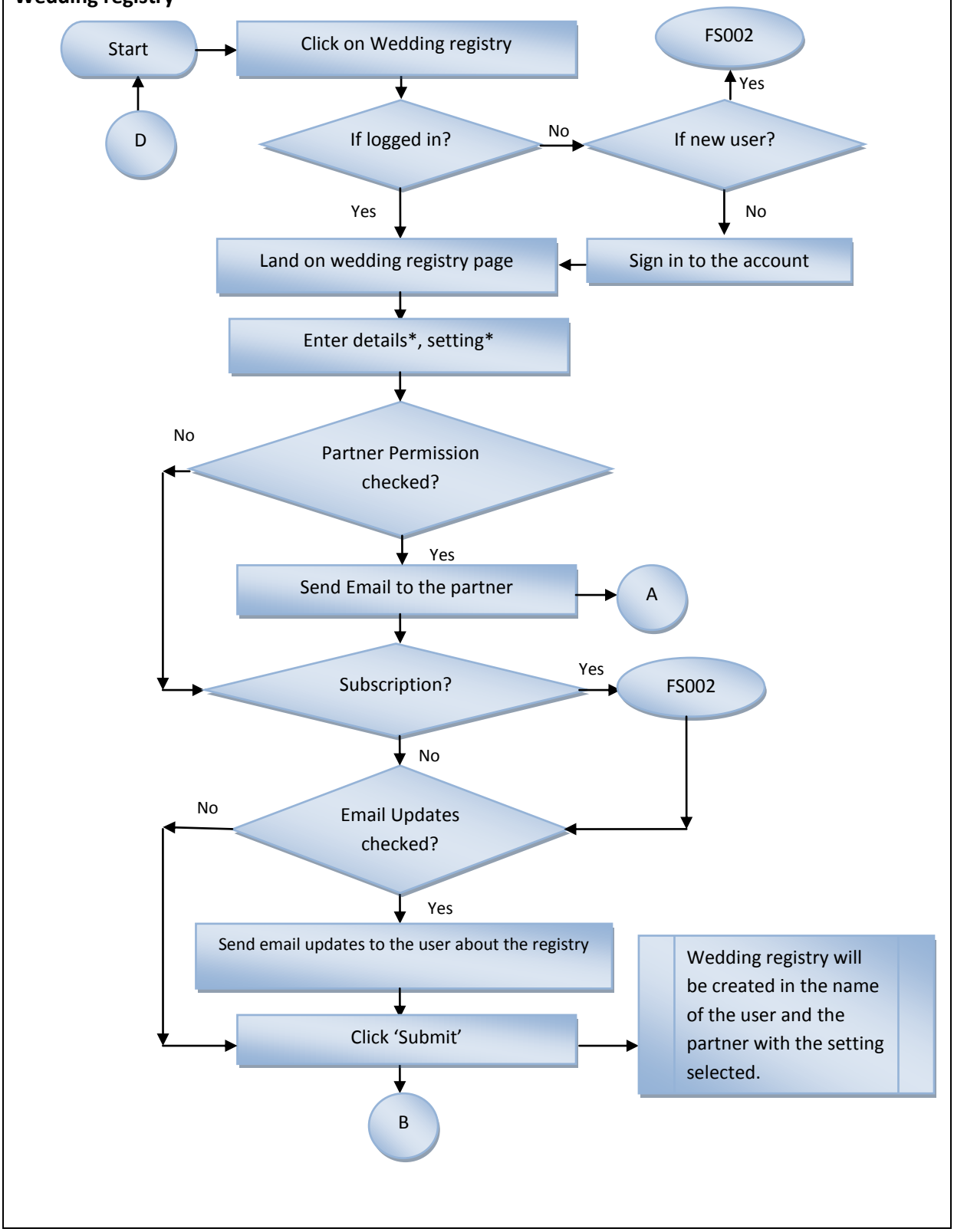
Wedding Special Contd.

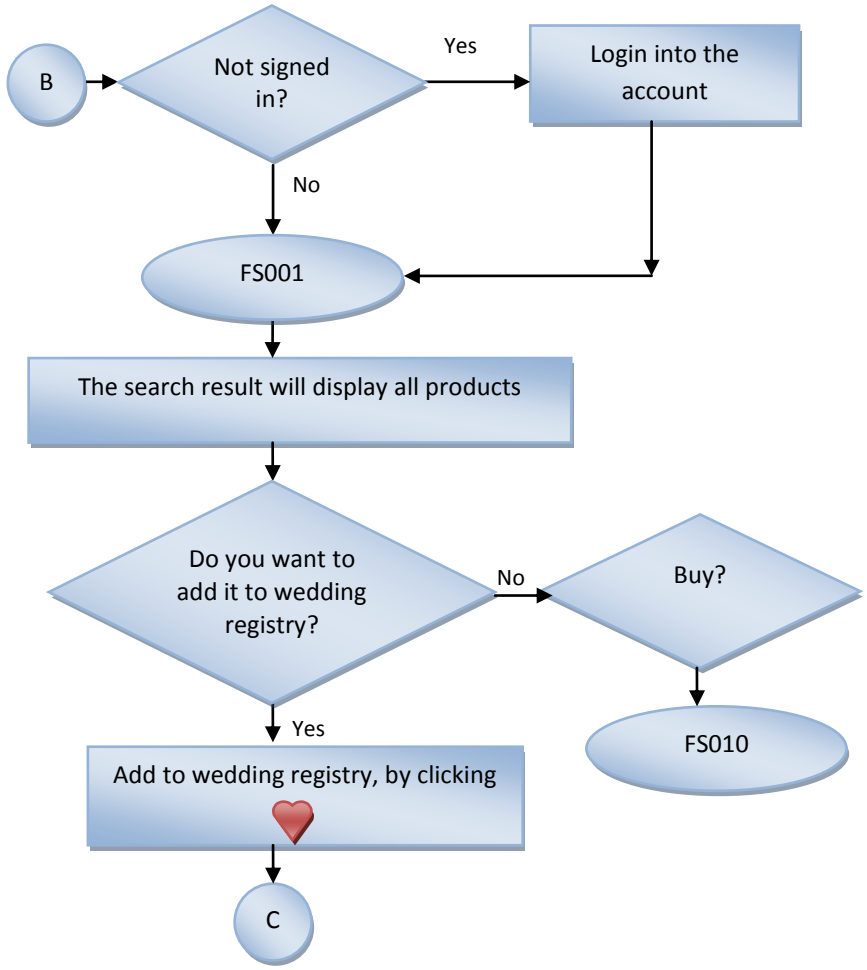


Wedding registry


A
Click on email link, the user will be taken to the sign up page
If new user?
Yes
FS002
No
Sign in to the account
The user will be taken to the claim page with Message M35
Click 'Claim Wedding registry'
The user must be able to edit and add items to the registry
B

Wedding registry





Message #	Message Text
M31	Send Order related SMS alert to
M32	'Do you want to add this item to the wedding package '<Wedding package name>'?'
M33	I would like my partner to be able to edit this registry. Please send an invite to the partner email address indicated above with directions for activation.
M34	Yes, I would like to receive email updates about the status of my registry
M35	You have signed in to anathaonline.com with the following email address: abcd@gmail.com If this is the account, you want associated with <bride name> and <bridegroom>'s Wedding Registry then click the Claim Wedding Registry button below.
M36	'Sharing this wedding registry will change your privacy settings to Shared'

4.21. Main Menu

FSD NO # FS020	Reference: BR 20
Module: Client side	
Yet to be decided The provision to change the name of the main menu and sub menus should be provided in admin interface.	
Work Flow	

4.22. Delivery coverage boundary

FSD NO # FS021	Reference: BR 21
Module: Client side	
The pin code and area based service center and delivery coverage will be stored in the database. When the user enters the pin code / area, the portal will inform the user the feasibility of the delivery. Refer 'Check Delivery services availability' of FS008	
Work Flow **Refer FS008**	

4.23. Responsive design

FSD NO # FS022	Reference: BR 22
Module: Client side	
The responsive design will be done for all pages and initially the home page will made responsive to check on the look and feel.	
Work Flow - **None** -	

5. FUNCTIONAL SPECIFICATIONS – ADMIN FEATURE

5.1. Admin Features

FSD NO # FS023	Reference: BR 23
Module: Client side	
The super admin/ admin can login into the admin interface using URL www.ananthaonline.com/admin. There will be one super admin (created one time) and can be many administrators. The super admin will be able to do User management and the below functionalities. The Admin will be able to do the following functionality a. Notification b. Inventory control a. Category b. Item c. Special Discount d. Tax e. Service centers f. Shipping Span g. Product Information i. Warranty and guarantee ii. Maintenance iii. Terms and condition h. Deal of the day i. Settings c. Orders a. To be processed b. In process c. In Transit d. Delivered e. Cancel / On hold f. Placed Orders g. Special orders d. Review and feedback e. Complaints f. Reports g. Customers The notification will display the minimum stock notification message. Refer FS031.	
Work Flow **None**	

5.2. User management

FSD NO # FS024	Reference: BR 24
Module: Client side	

The super admin will have features to add, delete and update user account (here the user is AMCF Employee). Click on 'User Management', which will display the details as below for the users created till date

1. No
2. User ID
3. First name
4. Last name
5. Mobile number
6. Email ID
7. Created On
8. Actions – Edit, delete icon

The ~~user~~ Super Admin will be able to sort the record based on User Id and First name. On clicking the edit icon, the below details of the user account will be displayed, which can be edited.

1. User ID*
2. First name*
3. Last name*
4. Email ID*
5. Mobile number*
6. Land line Number
7. Address*

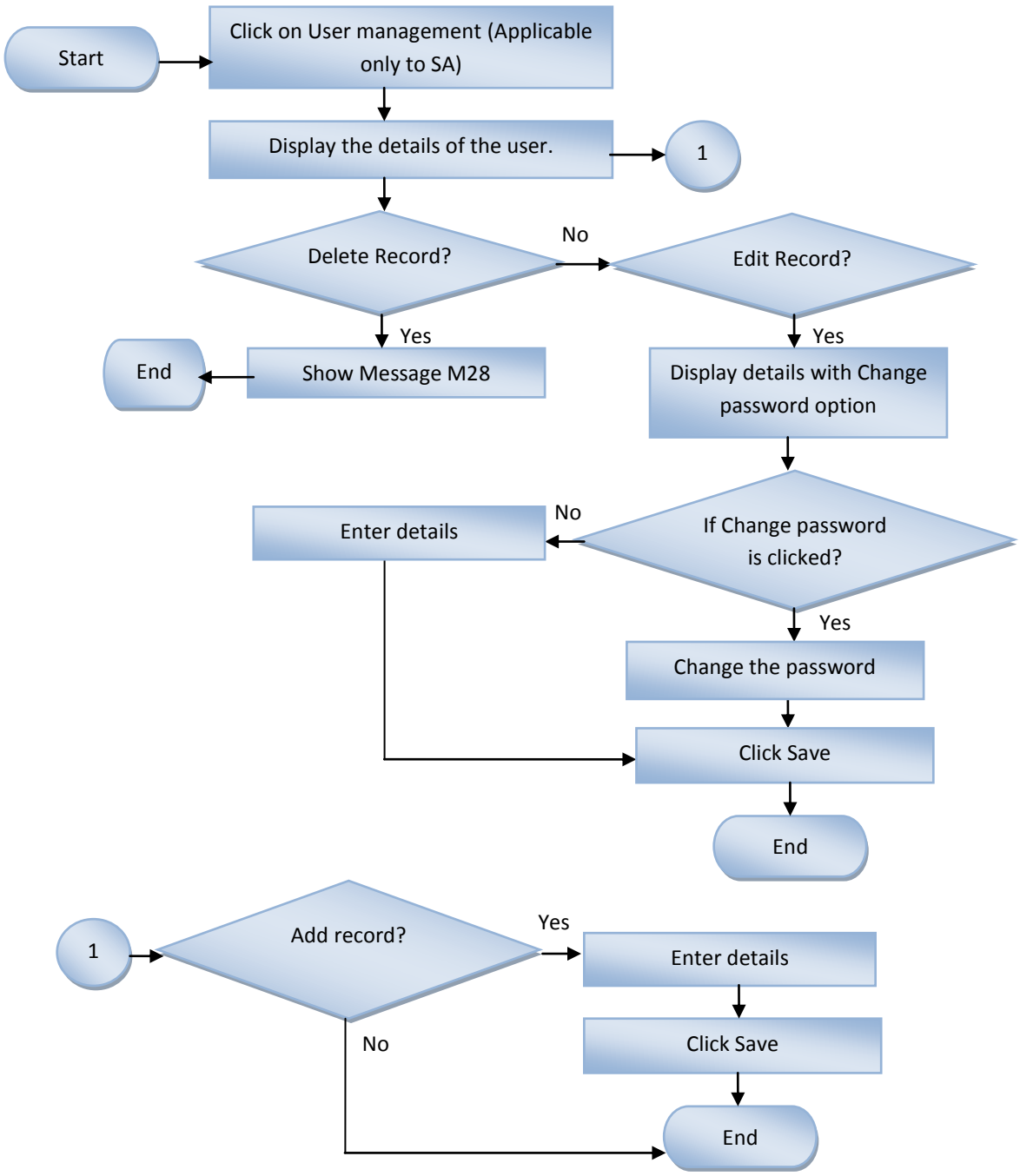
*Mandatory fields

The password can be changed by clicking change password in edit window. On clicking delete icon, the record will be deleted.

The super admin will be able to create new user account by clicking 'Add new User'. The super admin will enter the below details and click the save button to create the user account.

1. User ID*
2. First name*
3. Last name*
4. Password*
5. Confirm password*
6. Email ID*
7. Mobile number*
8. Land line Number
9. Address*

Work Flow



For Details Refer F24

5.3. Inventory control

FSD NO # FS025	Reference: BR 25
Module: Client side	

The employee could control the products displayed in the web pages (i.e.) Manage product catalogue. He could delete a product in the child table**. The employee can also do negative listing of the product.

**The child table will be the clone of the existing ERP's master table. The online portal will play only with this child table pertaining to deletion, updating of category and Items.

The ERP have 9 main master related to Item, Category, Item discount, Category discount, Sales, tax and account. The 5 main master will be copied from the parent to child table.

The following sub menus will be created under Inventory control, to manage the data.

1. Category
2. Item
3. Special Discount
4. Tax
5. Service centers
6. Shipping span
7. Product Information
8. Deal of the day
9. Settings

The category sub menu will have the following fields

1. Category name – fetched from the parent category table.
2. Display in OSP – Yes / No

And the search option based on the 'Category name'. If the display in OSP is checked, then the category and corresponding items will be displayed in the portal.

The item sub menu will have the following details and the texts in Orange are fetched from parent table.

1. Item Code
2. Item name
3. Brand name
4. Purchase Unit
5. Dimension
6. weight
7. Set Name
8. Sales Unit
9. Wgt of a piece
10. R/S Rate
11. Cost Rate
12. Sales Discount Percentage
13. Discount Amount
14. MRP rate
15. Min stock

16. Procurement Days
17. Loyalty Points
18. ~~Sub Category ID~~Menu and sub menu
19. Photo ~~ID~~
20. Demo link
21. Service Centre
22. Specification
23. Features
24. Warranty and guarantee ~~ID~~
25. Maintenance ~~ID~~
26. Terms and condition ~~ID~~
27. Free Installation
28. Installation Charge
29. You may like - Prod IDs
30. Wedding ~~Registry Item~~ Package Name
31. Gift Ideas – Gender / Occasion / Age and its values
32. New arrival
33. Packaging list
34. Display in OSP
35. Search Keywords
36. Special Discount Details
    a. Category name
    b. Discount start date
    c. Special Discount percentage
    d. Special Discount Amount
37. Tax Details
    a. Tax Type
    b. Sales tax Percentage
    c. Surcharge Percentage

The Special discount sub menu will have the below details that are fetched from the parent table and have a search based on the category name.

1. Category name
2. Special Discount percentage
3. Special Disc Amt
4. From Date
5. To Date

Based on the category selected, the below will be listed.

1. Item code
2. Item name
3. Disc rate
4. Special Discount %
5. Special Discount Amount
6. Applicable ~~Change~~
7. Net amount
8. Sales rate

The tax sub menu will display the below details. It just gives a glimpse of tax types available and non-

editable.

1. Tax Type
2. Sales A/C
3. Sales tax A/C
4. Sales Tax %
5. Sal. Return A/C
6. Sal. Return Tax A/C
7. Surcharge A/C
8. Surcharge %
9. Add S.T.A/C
10. Add S.T.%
11. Purchase A/C
12. Purchase tax A/C
13. Purchase Tax %
14. Pur. Return A/C
15. Pur. Return Tax A/C
16. CST
17. CST A/C
18. CST Tax A/C
19. CST %

The service center sub menu will provide facility to add, update and delete the below details

1. Brand name~~Item name~~
2. Service centre name
3. Service centre details – store name, city, state, pin code, Mobile no, land line

The shipping details sub menu will provide facility to add, update and delete the below details

1. ~~Prod Id~~
2. Pin code ~~(n)~~
3. Shipping span~~(n)~~

The product information will provide facility to add, update and delete the below details

1. ~~Photos~~
2. Warranty and guarantee
3. Maintenance
4. Terms and condition

The deal of the day sub menu will provide facility to add, update and delete the below details and have a search based on the category name.

1. Category name
2. Special Discount percentage
3. Special Disc Amt
4. From Date
5. To Date

Based on the category selected, the below will be listed.

1. Item code
2. Item name
3. Disc rate

4. Special Discount %
5. Special Discount Amount
6. ~~Change~~Applicable
7. Net amount
8. Sales rate

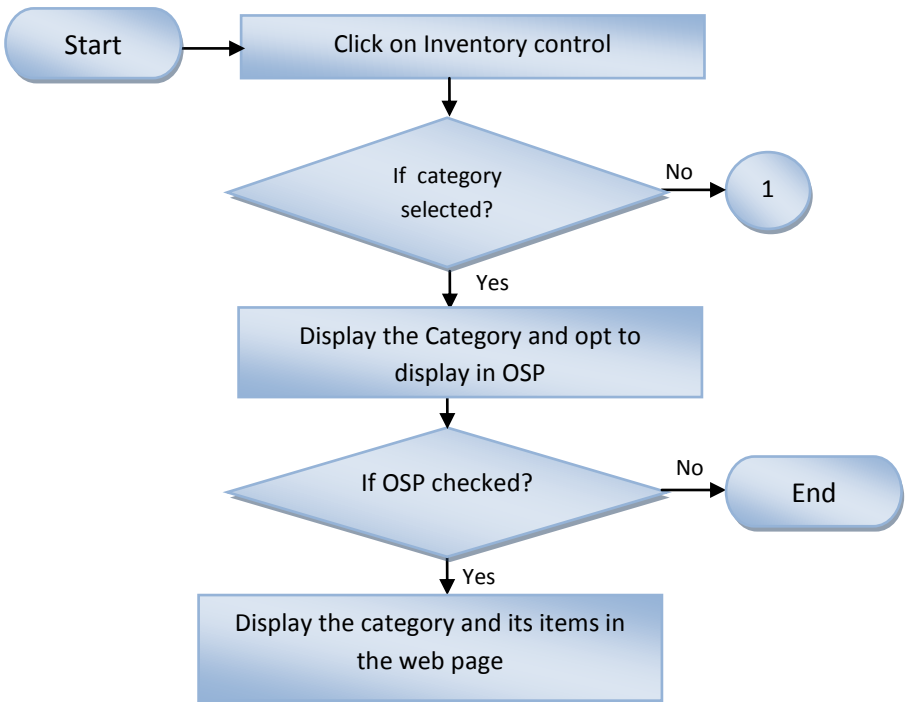
The setting sub menu will provide facility to add, update and delete the below details

1. First time register loyalty points
2. Shipping cost
3. Gift Wrapping cost
4. Occasions
5. Main Menu and its Sub menu

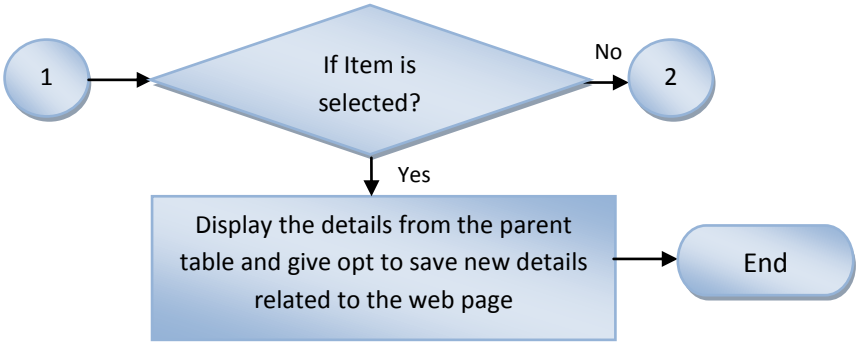
The occasions and Main menu and its sub menu will be related to an item.

Work Flow

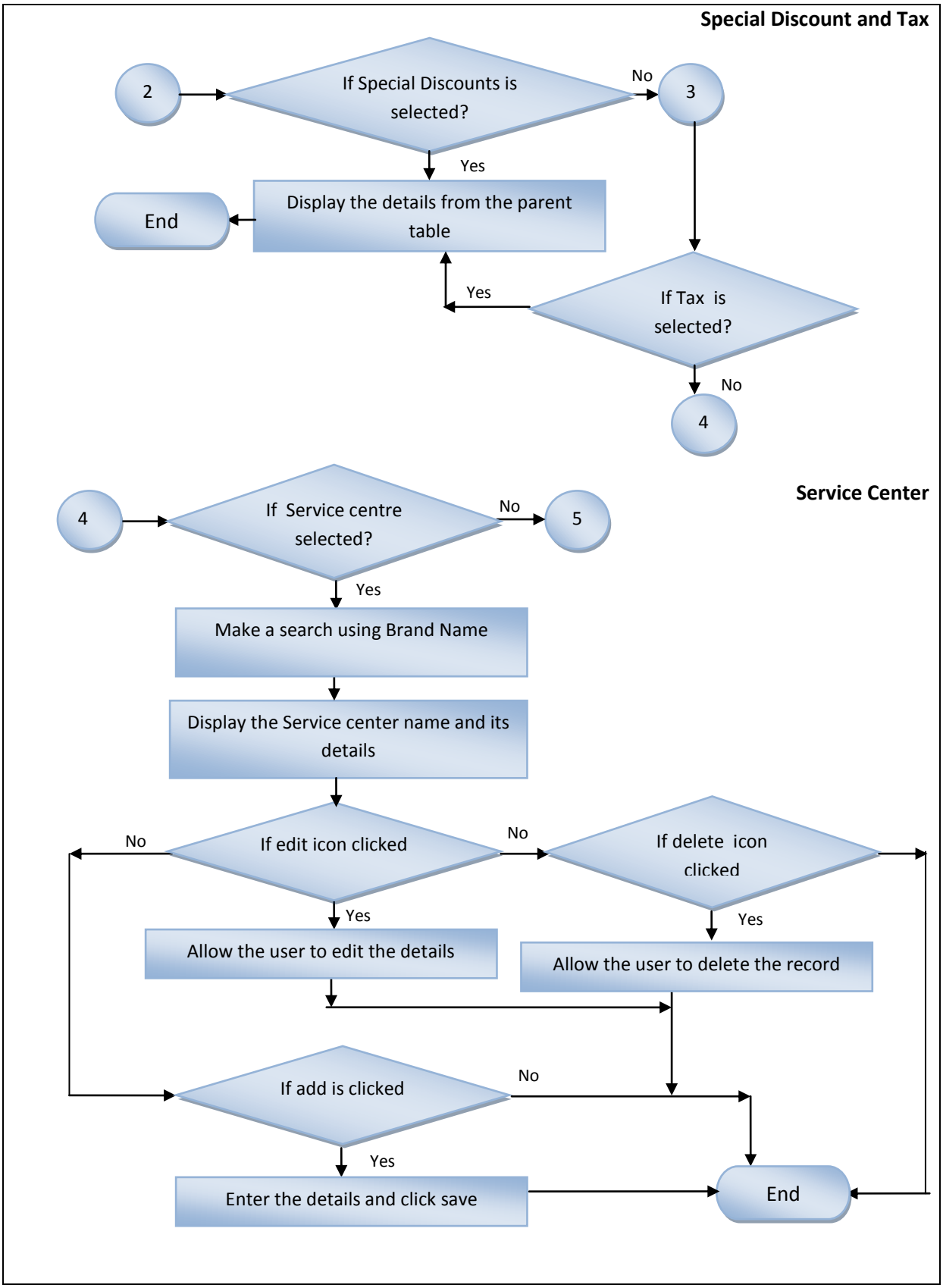
Category



Item

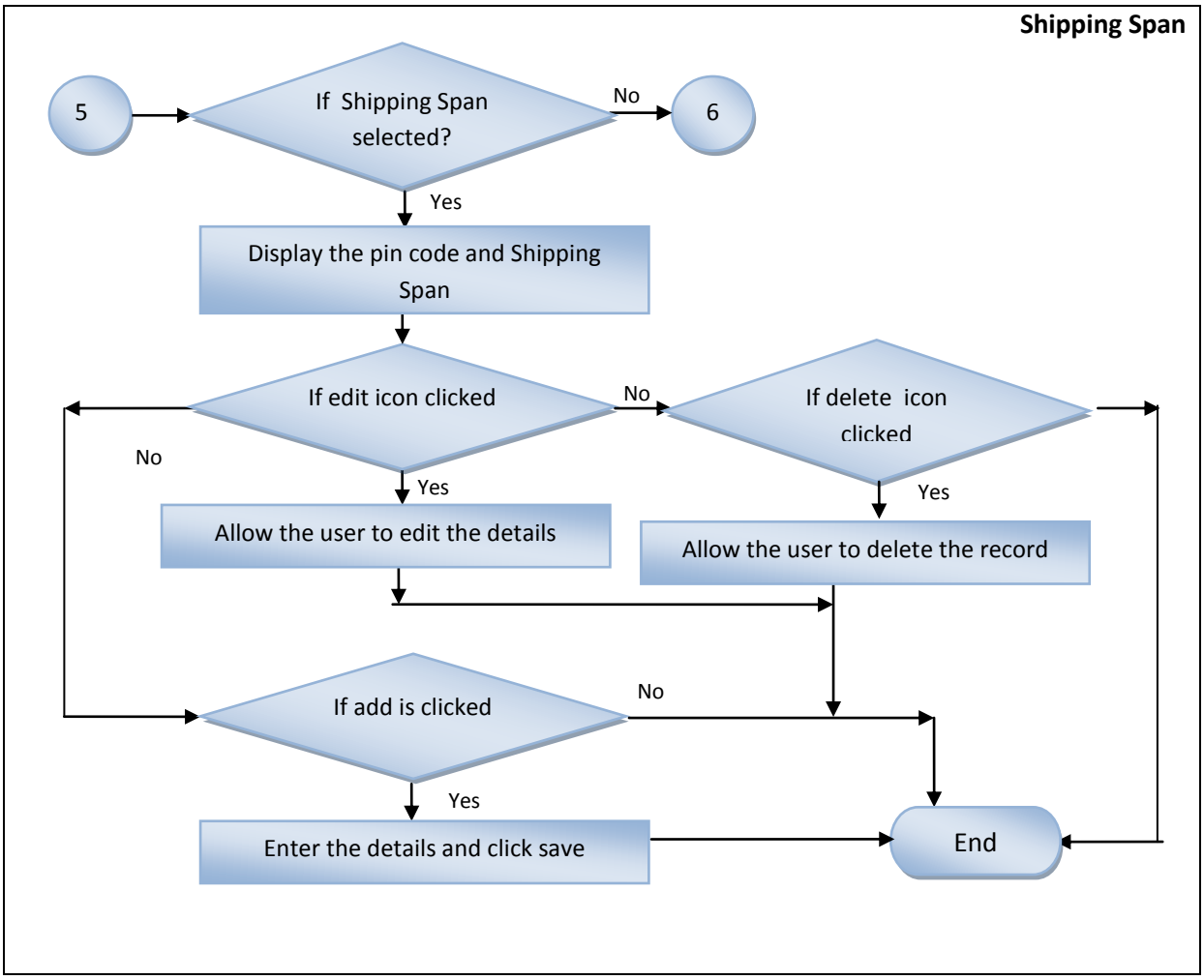

1
If Item is selected?
No
2
Yes
Display the details from the parent table and give opt to save new details related to the web page
End

Special Discount and Tax

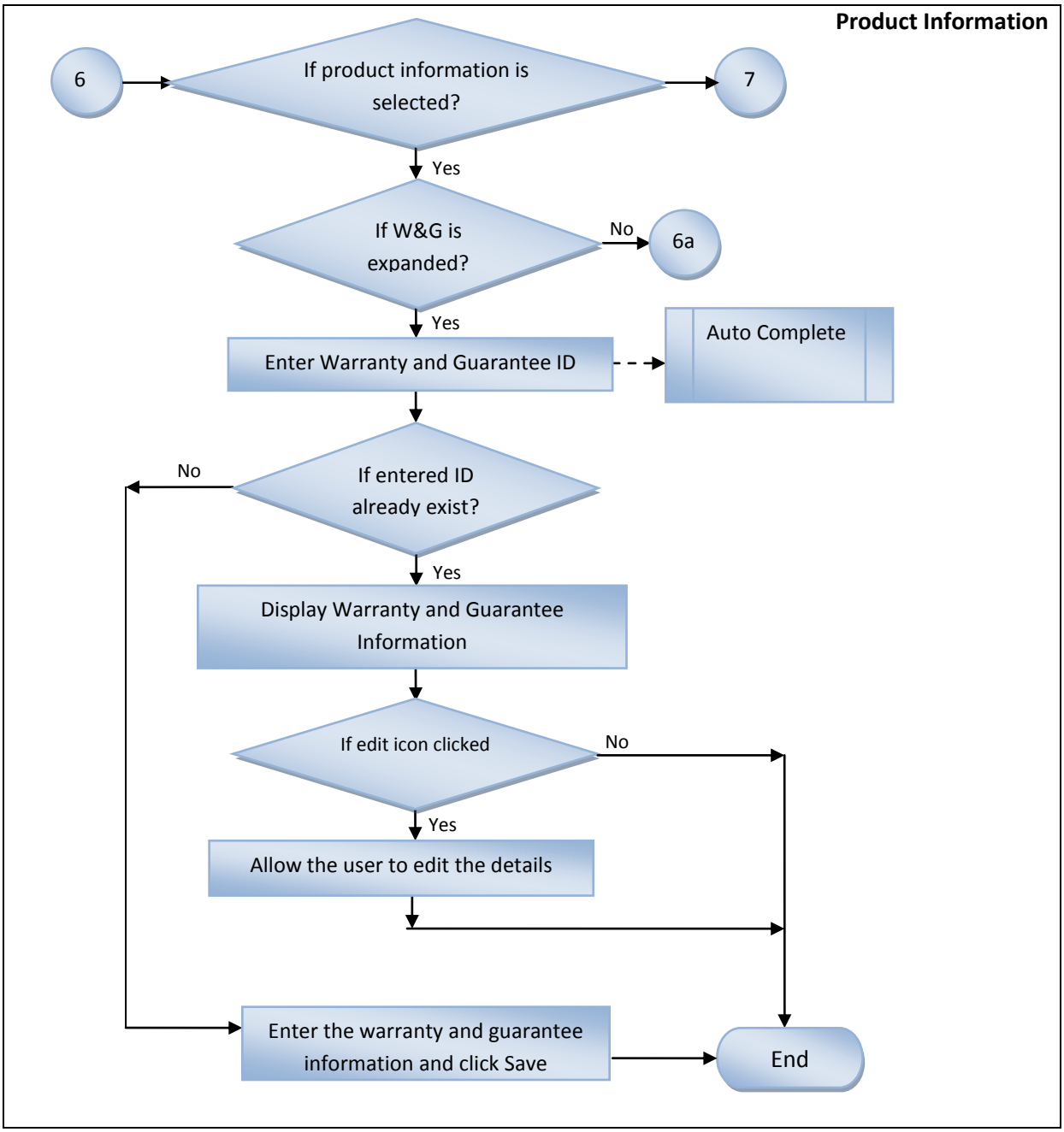


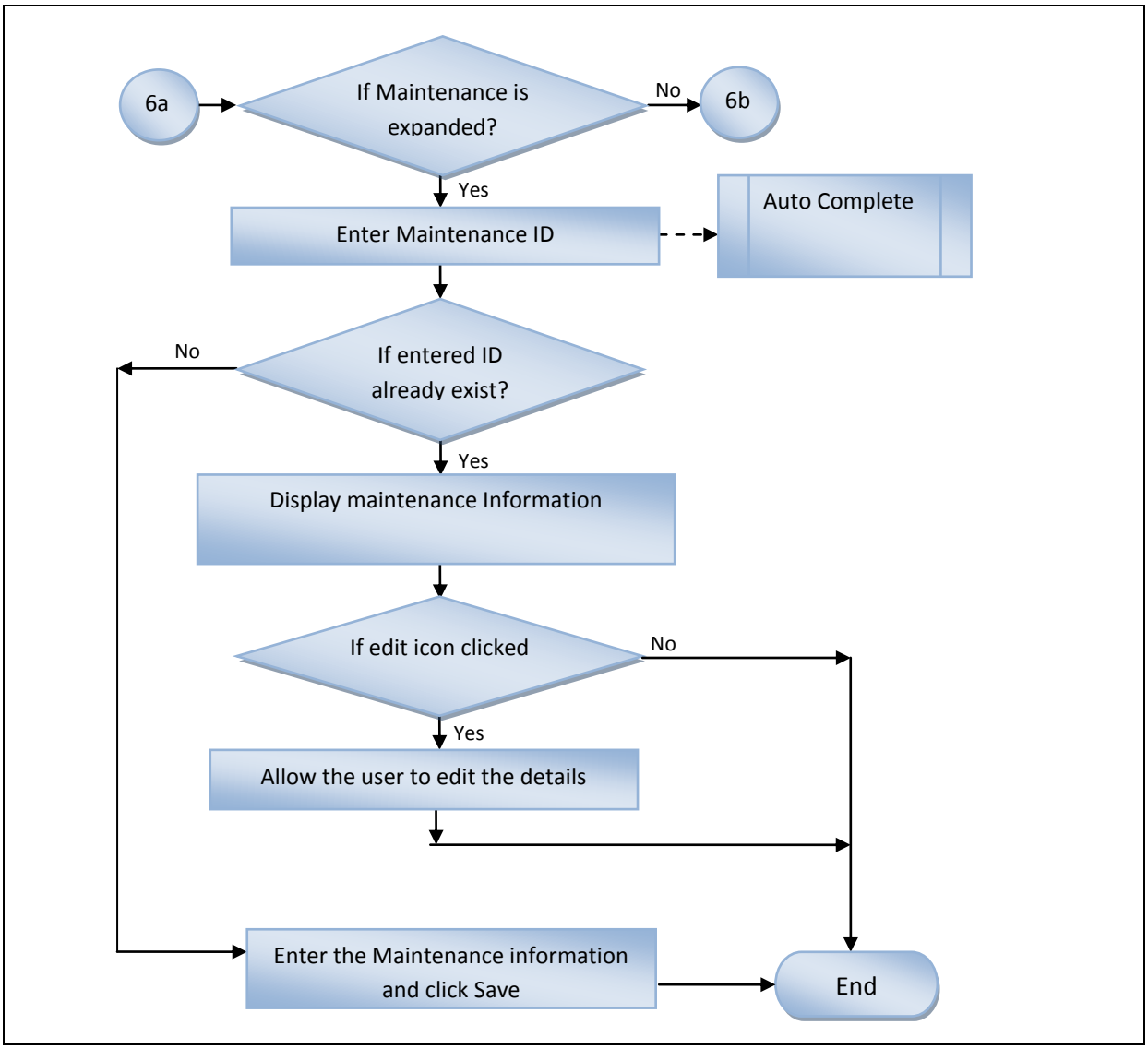
Service Center

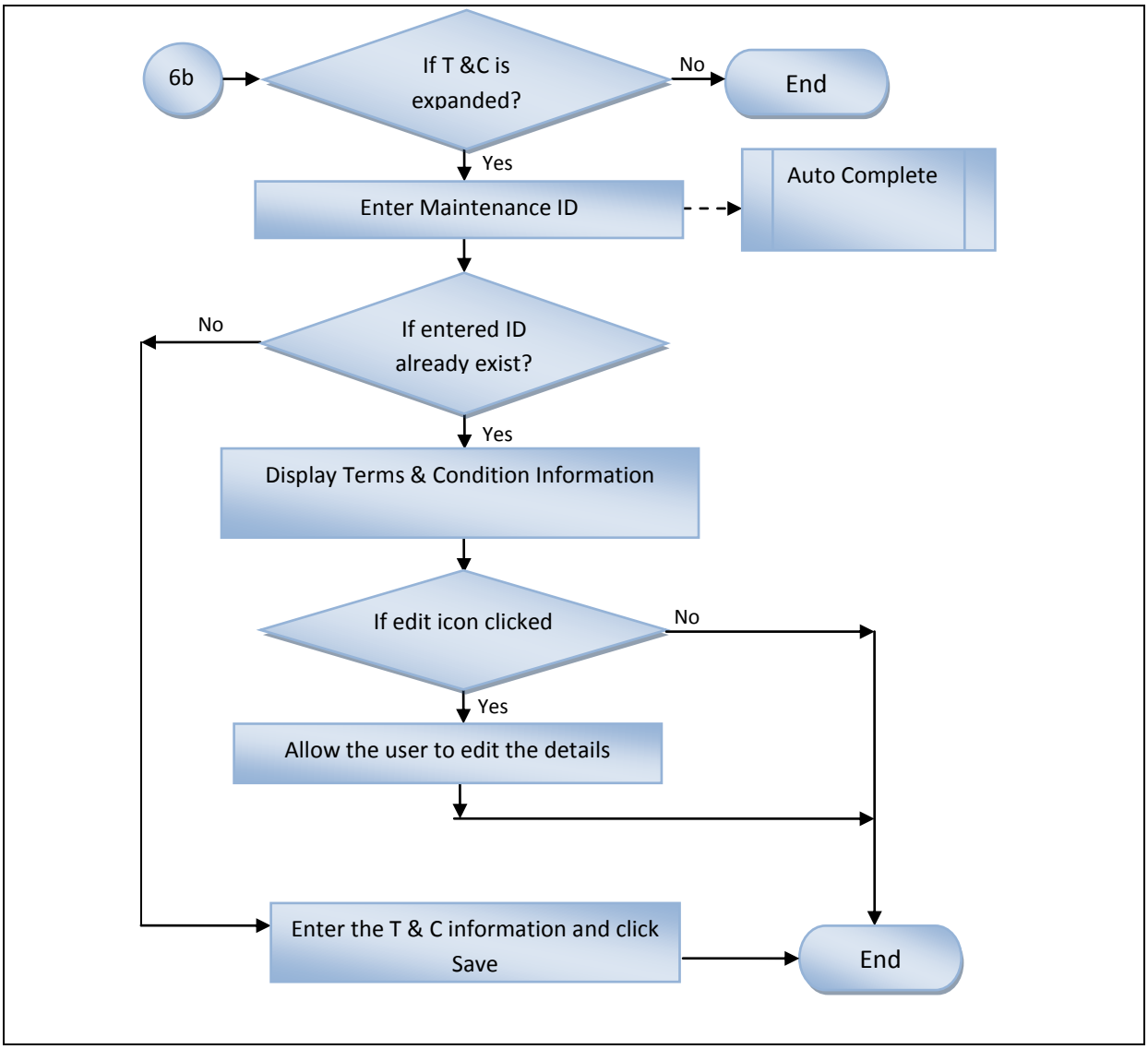
Shipping Span



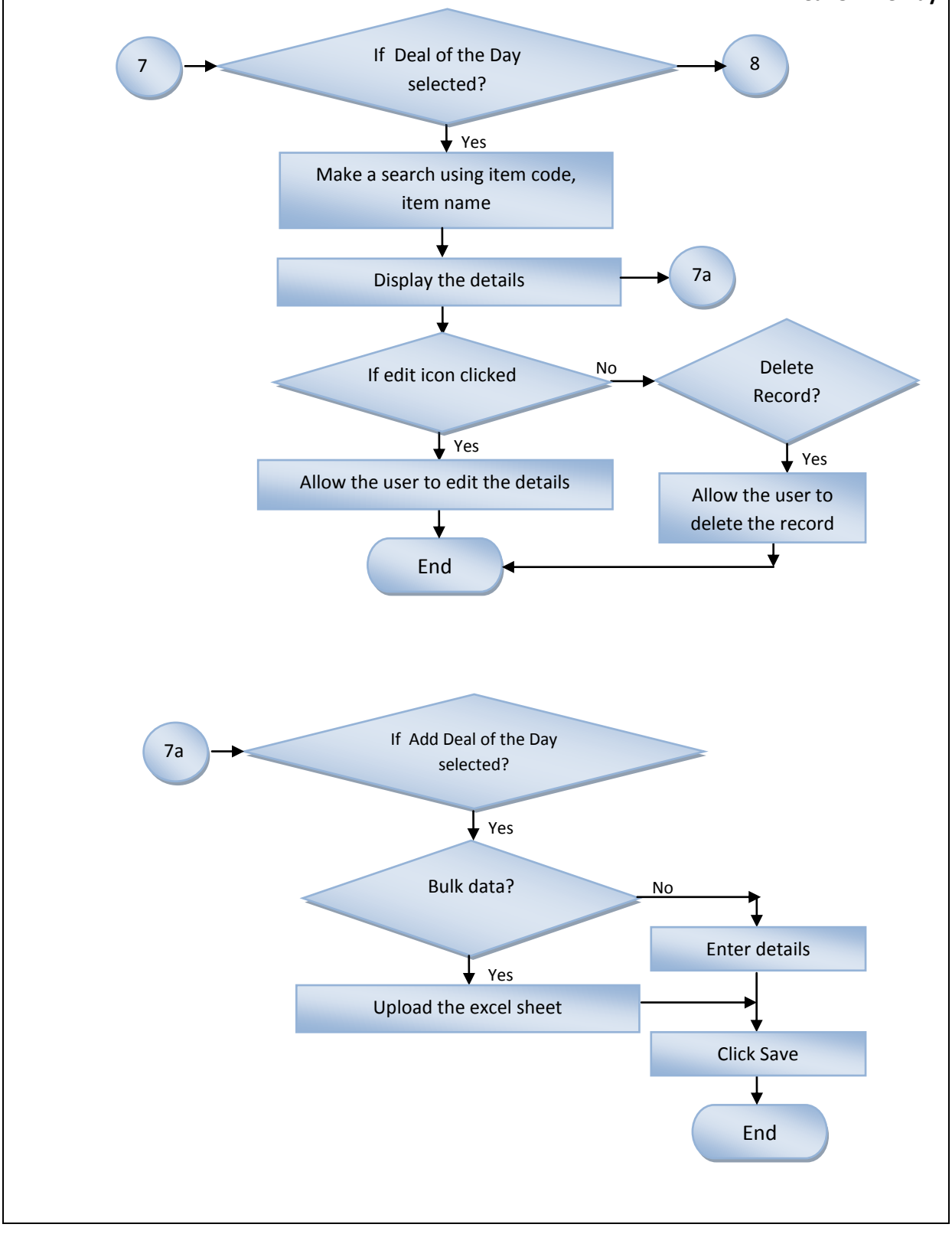
Product Information



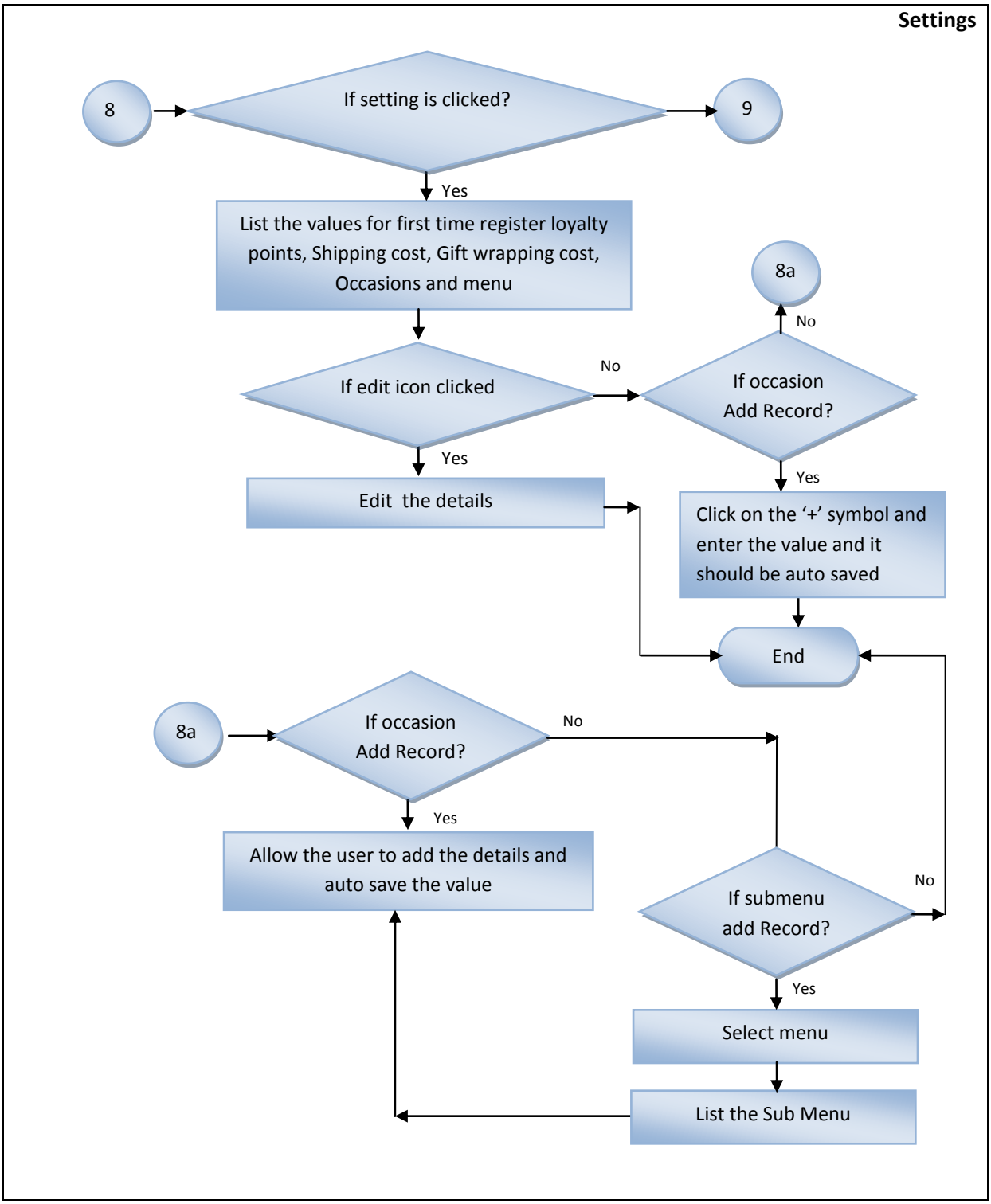

6a
If Maintenance is expanded?
No
6b
Yes
Enter Maintenance ID
Auto Complete
No
If entered ID already exist?
Yes
Display maintenance Information
If edit icon clicked
No
Yes
Allow the user to edit the details
Enter the Maintenance information and click Save
End


6b
If T &C is expanded?
No
End
Yes
Enter Maintenance ID
Auto Complete
No
If entered ID already exist?
Yes
Display Terms & Condition Information
If edit icon clicked
No
Yes
Allow the user to edit the details
Enter the T & C information and click Save
End

Deal Of The Day



Settings


8
If setting is clicked?
9
Yes
List the values for first time register loyalty points, Shipping cost, Gift wrapping cost, Occasions and menu
If edit icon clicked
No
8a
No
If occasion Add Record?
Yes
Edit the details
Yes
Click on the '+' symbol and enter the value and it should be auto saved
End
8a
If occasion Add Record?
No
Yes
Allow the user to add the details and auto save the value
If submenu add Record?
No
Yes
Select menu
List the Sub Menu

5.4. Orders

FSD NO # FS026	Reference: BR 26, BR 26.1
Module: Client side	

Orders can be placed, special or paid. All these orders will be processed by the admin. The admin interface will be able to manage all types of orders, and the orders will be categorized as below

a. Accepted Order
    a. To be processed
    b. Packaging
    c. Shipped
    d. Delivered
    e. Cancel / On hold
b. Placed Orders
c. Special orders
~~c.~~d. RMA

Once the customer has ordered for a product, a notification will reach the employee of the AMCF in corresponding tabs. Placed orders will fall under placed order and special orders will fall under special order and paid orders will fall under accepted orders.

All paid orders will fall under To be processed orders with status 'To be processed'. Once the admin has started processing the order, the admin can change the status to 'Packaging'.

The employee will process, pack and ship the order and notify the customer, the consignment details will be sent by email and SMS and the same will be updated in the system and status will be changed to '~~In Transit~~Shipped'. Along with the consignment details, the employee will send the customer the list of following documents.

1. User manual
2. Details of Service center for the purchased product in the customer's location
3. Package list

Once the consignment has been delivered, the status will be changed to 'Delivered'. If the order is cancelled or put on hold, the status of the order will be updated and fall into corresponding tabs. On all the stages of the process, admin can record the status / the comments in the system. Based on the status of the order, the order will fall into any of the above category.

Irrespective of where the order is, it will display the below

a. S.No
b. Order No
~~b.~~c. Order Date
~~c.~~d. Total Items in the order
~~d.~~e. Net Payment
f. Payment mode
g. Status

~~e.~~h. Handled By
~~f.~~i. ~~Action~~ Proceed button

On clicking the Proceed ~~action~~ button the below details will be listed.

a. Billing address
b. Shipping details
c. Customer status
d. Payment Mode and its details
e. Loyalty cash earned
f. Order details
    a. Item code
    b. Item name
    c. Quantity
    d. Weight
    e. Rate
    f. Amount
    g. Tax
    h. Total Item
    i. Total Quantity
    j. Total
    k. Discount amount
    l. Special discount amount
    m. Net amount
g. The tax name, tax and Basic Price details
h. Gift wrapping and corresponding details
i. Comments
j. Status

In special order, the below details will be displayed and the admin can click on the reply icon against an order and see the order details and send email / SMS (if applicable).

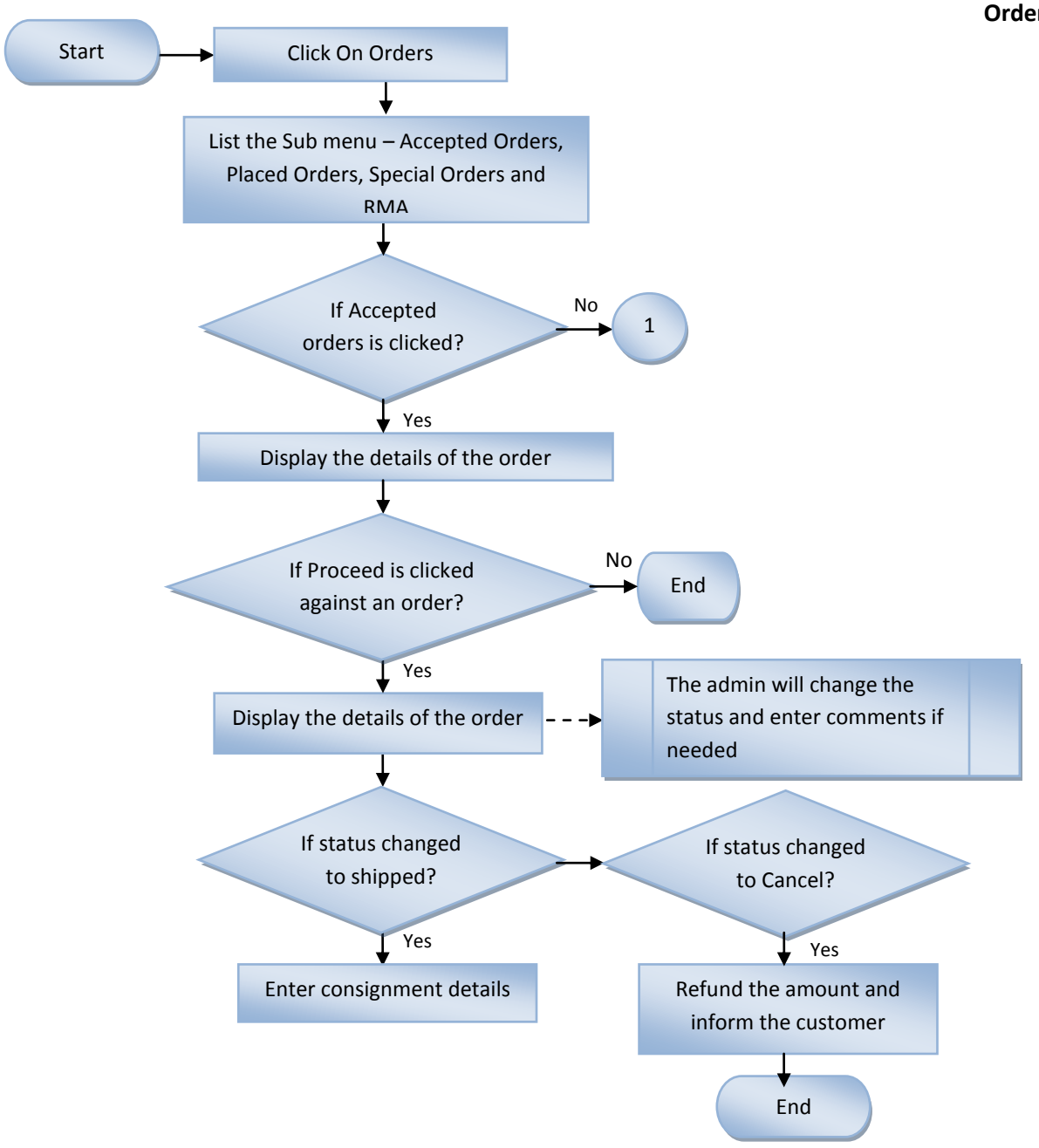
1. S.No
2. Order date
3. Email ID
4. Mobile No
5. Item Name
6. Item Description
7. Photo
~~1.~~8. Reply icon

In place order, the below details will be displayed and the admin can click on the reply icon against an order and see the order details and send email / SMS (if applicable).

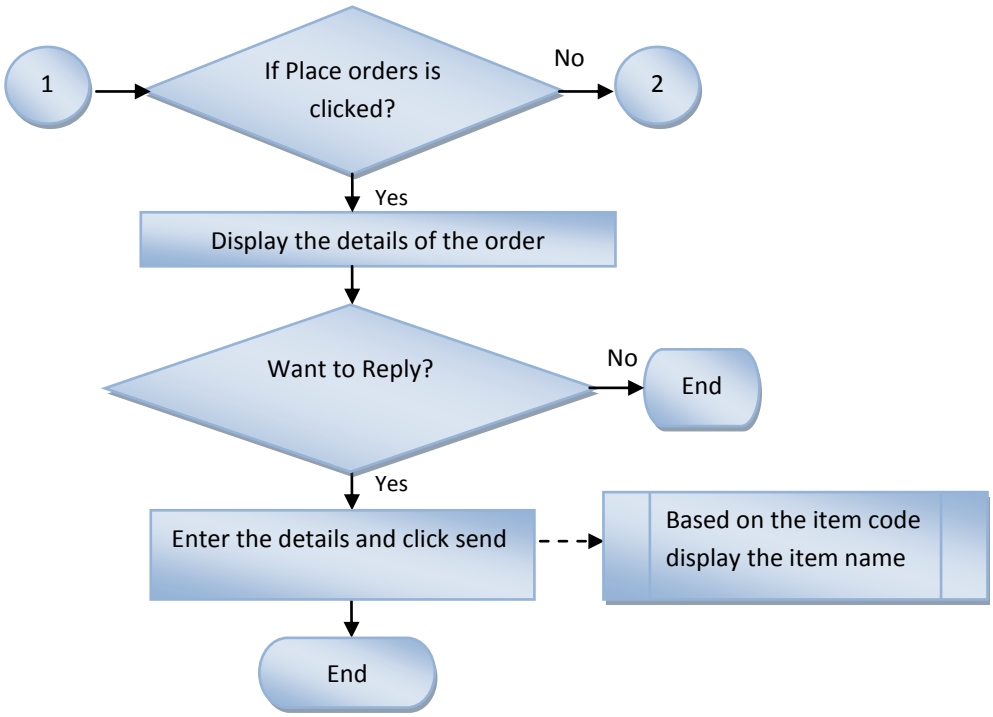
1. S.No
~~1.~~2. Order date
3. Name
4. Email ID
5. Mobile No
6. Item code
7. Item Name
~~2.~~8. Reply icon

Work Flow

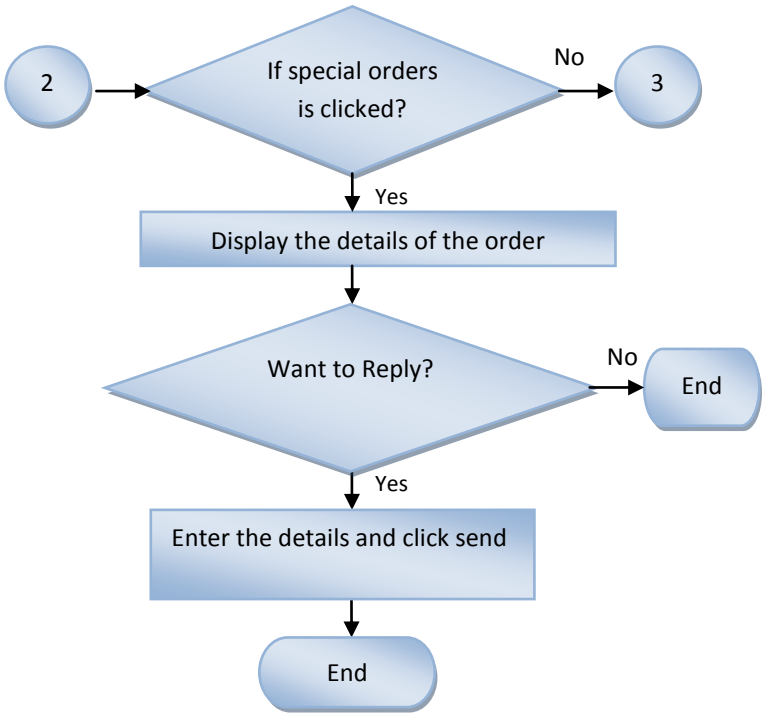
Orders



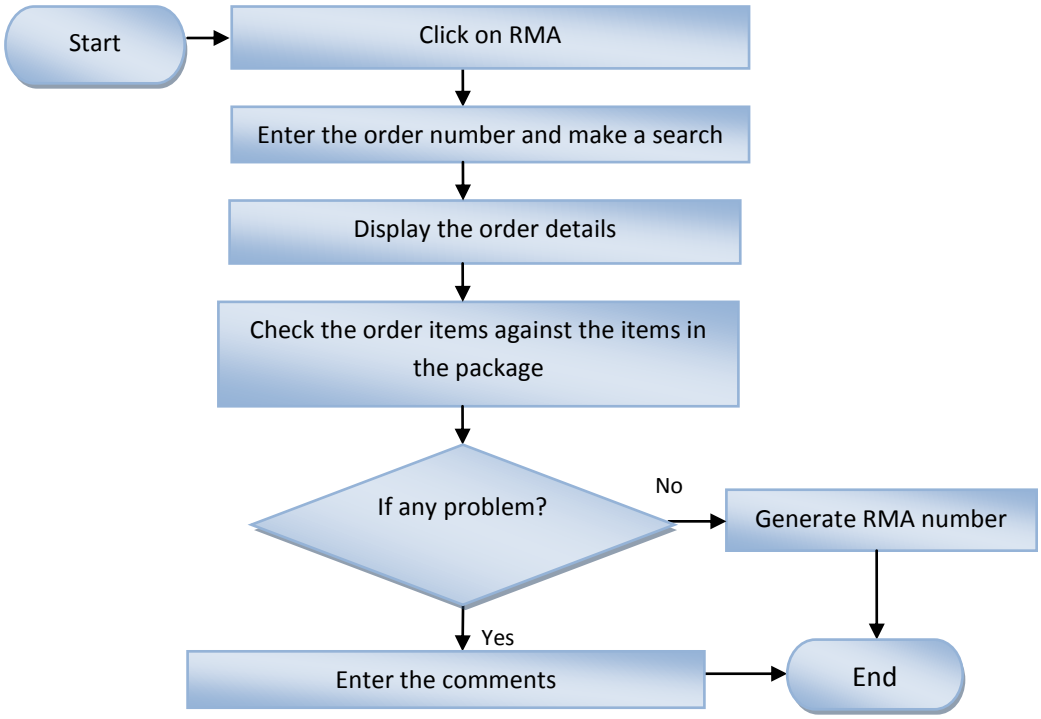
Placed Orders



Special Orders



RMA



5.5. Review and feedback

FSD NO # FS027	Reference: BR 27
Module: Client side	

Once the product is delivered; the customer can be called / remained to write a review about the product and service. Also all the reviews and feedback written by the customer can be viewed here. The admin will be able to write reply for the reviews and feedback submitted.

The admin on clicking the review and feedback will display the review and feedback received with the below details.

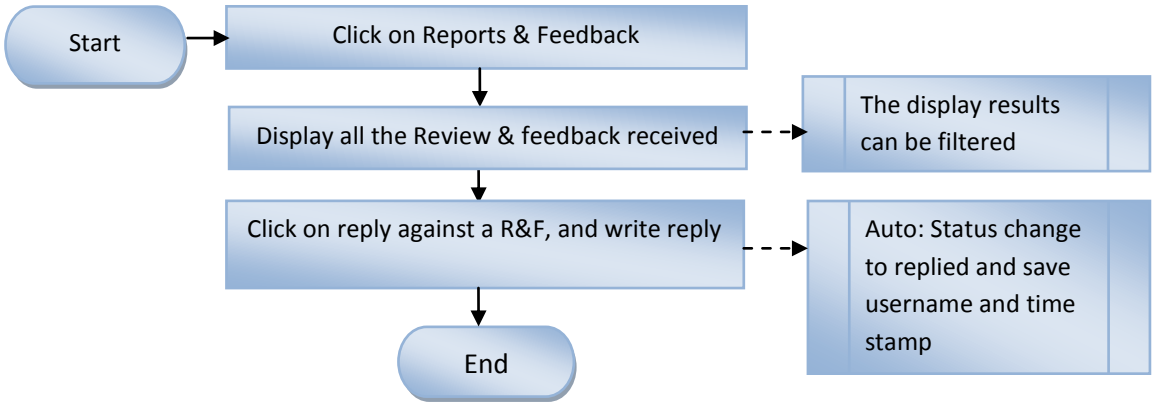
1. S.No
2. Order No
3. Name
4. Email ID
5. Mobile Number
6. Review Date
7. Review
8. Rating
9. Reply Icon

The displayed result can be customized by choosing the below filters.

1. Status – Replied, Not Replied
2. Date
3. Rating - <3, 4,5

On clicking the Reply icon, the R&F details can be viewed and the log activity will be auto recorded along with the user name and time stamp and status will be auto saved to 'Replied' on successful reply.

Work Flow


Start
Click on Reports & Feedback
Display all the Review & feedback received
The display results can be filtered
Click on reply against a R&F, and write reply
Auto: Status change to replied and save username and time stamp
End

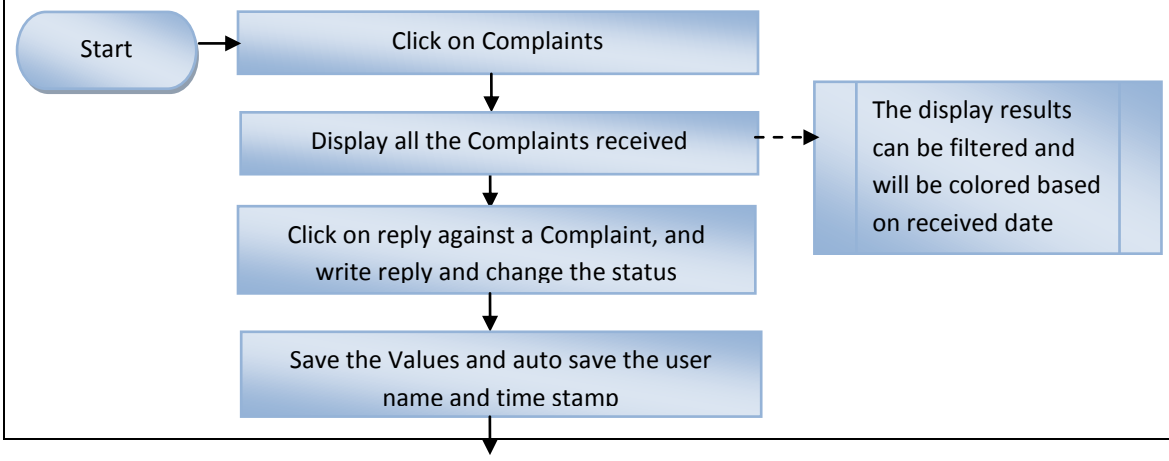
5.6. Customer complaints

FSD NO # FS028	**Reference: BR 28**
Module: Client side	

The complaints raised by the customer will be listed here with the below details
S.No, Raised On, Raised By, Email ID, Mobile No, Complaint, Reply, Status

On clicking the Reply, the complaint details can be viewed and the log activity can be recorded along with the user name and time stamp and status can be updated. The status can be open, In progress, on hold, resolved.
The complaint when 2 days old will be in amber and if it is more than a week then it will be displayed in red, and will send reminder mails to all the administrators on the 5th day and then on wards every 2 days.

Work Flow


Start
Click on Complaints
Display all the Complaints received
The display results can be filtered and will be colored based on received date
Click on reply against a Complaint, and write reply and change the status
Save the Values and auto save the user name and time stamp

5.7. Reports

FSD NO # FS029	Reference: BR 29
Module: Client side	

The admin will be able to generate customized reports. The following reports based on Customer, products , order and users will be generated for now.

The customer report can be generated based on all or any of the values below

1. Status – Privileged, Blacklisted
2. Loyalty points - < 100, 101 – 500, 501 – 1000, >1000
3. Location – The value will be displayed based on customer data
4. Review and feedback – Pending, Complete
5. Special days – Date

The reported result will have the below details and the same can be exported to excel by clicking 'Export To Excel' button.

1. S.No
2. Customer Name
3. Email ID
4. Mobile Number
5. Address
6. Status – Displayed as Icon
7. Loyalty points
8. Special Date
9. Occasion
10. Number of Transactions

Note: If there are more than one special date on the filtered date, then the result will display more than one record.

The Product report can be generated based on all or any of the values below

1. Stock – Minimum value, any
2. Item code
3. Date

The reported result will have the below details and the same can be exported to excel by clicking 'Export To Excel' button.

1. S.No
2. Item Code
3. Item name
4. Sold
5. Minimum stock
6. Available stock

The order report can be generated based on all or any of the values below

1. Status – To be processed, Packaging, Shipped, Cancelled, On Hold, Delivered
2. Order Date

The reported result will have the below details and the same can be exported to excel by clicking 'Export To Excel' button.

1. S.No
2. Order No
3. Order Date
4. Items in the order – Display the name of the items – Qty
5. Ordered By
6. Email ID
7. Mobile Number
8. Status
9. Net Payment
10. Payment Mode

The users report can be generated based on all or any of the values below and it is visible only for super admin.

1. Date
2. Users
3. Orders
4. Review and feedback
5. Complaints

For Date & User / Only user - The reported result will have the below details and the same can be exported to excel by clicking 'Export To Excel' button.

Orders:

11. S.No
12. Order Date
13. Order No
14. Status

Reviews & Feedback:

1. S.No
2. Review date
3. Review
4. Status
5. Replied On
6. Reply

Complaint:

1. S.No
2. Complaint date
3. Complaint
4. Status
5. Replied On
6. Reply

For Date & Review and feedback / Only Review and feedback / Date, User and Review and feedback - The reported result will have the below details and the same can be exported to excel by clicking 'Export To Excel' button.

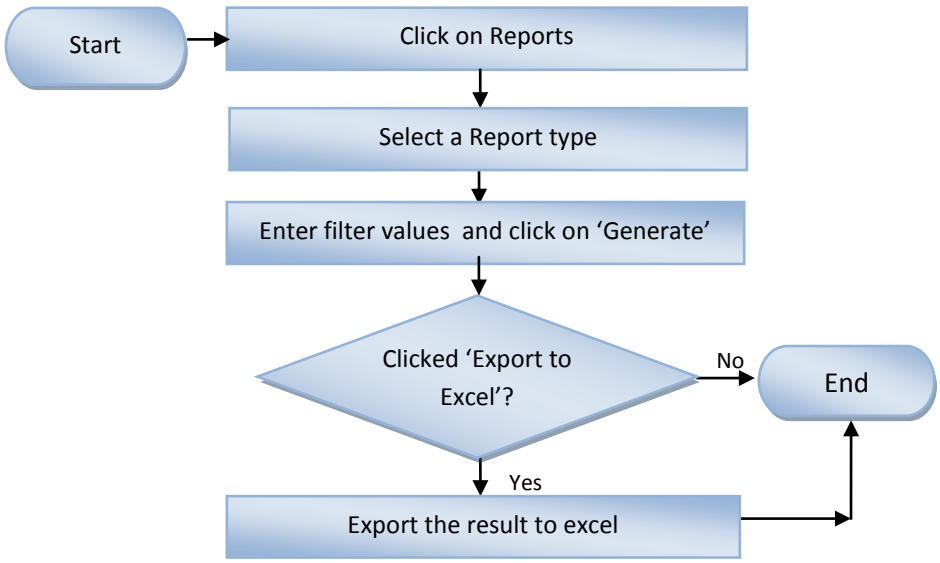
1. S.No
2. Review Date
3. Review

4. Reply
5. Replied on
6. Status
7. Handled By

For Date & Complaint / Only Complaint / Date, User and Complaint - The reported result will have the below details and the same can be exported to excel by clicking 'Export To Excel' button.

1. S.No
2. Complaint Date
3. Complaint
4. Reply
5. Replied on
6. Status
7. Handled By

Work Flow



5.8. Customers

FSD NO # FS030	Reference: BR 30 – BR 30.7
Module: Client side	

The customers will have the following functionality

1. Customer details
2. Send Message
3. Help desk

Customer details - This will list the customer details. The admin can set a customer in blacklisting or as privileged customer. He can also store internal comments about the customer. The search option will be provided here, so that the admin can search a customer based on ~~name,~~ email id or phone

number.

The admin can send message to the individual customer from here by email and SMS. Message for In active customers*, for special days can be sent from here.

*In active customers - Every time a customer visits the website, it should be recorded and tracked, if a customer is inactive or have not used the site for a specific period then the customer will be tempted by AMCF to visit the website by sending offer coupons by email and SMS.

Blacklisted Customer - The admin will be able to black list the customer, by blacklisting, it will not stop the user from buying the product.

Privileged Customer - The admin should track the privileged customers. The privileged customer will be provided with coupon codes that are applicable on selected products, which they can be used during online purchase.
The customer will be considered a privileged customer if s/he is a registered and frequent customer of the online portal for continuous 6 months or s/he have earned 1000 loyalty points.

Special Day notification - The Employee will be notified with the list of customers, whose special days like birthday/ anniversary are to come, in coming week.
By doing so the employee can arrange to send offer coupons by emails beforehand. This can also be tracked, to check what is send to whom

After Sale Maintenance - If a customer buys a company product, then a reminder mail can be sent to him after 6 months, asking for reviews and intimate him about the service camp if arranged and sent him the maintenance tips.

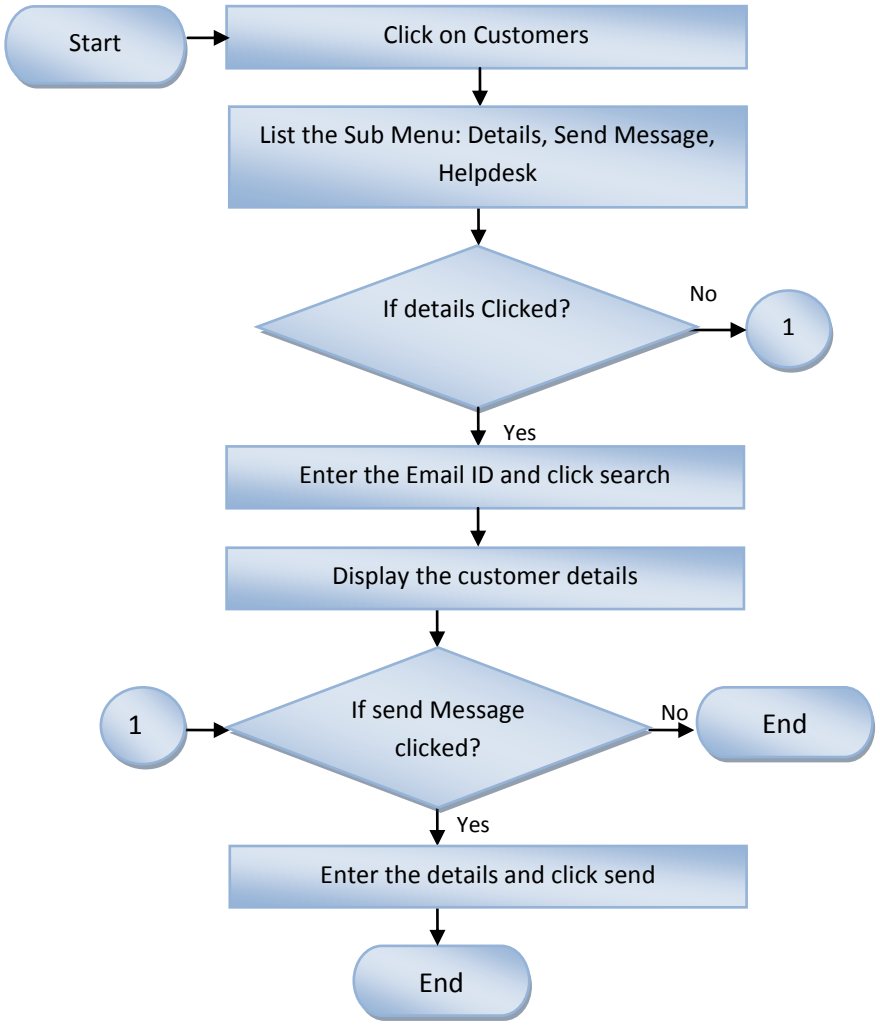
After Sales maintenance and bulk messages can be sent to the user using Messaging sub menu. Using this sub menu the user can send both email and SMS.

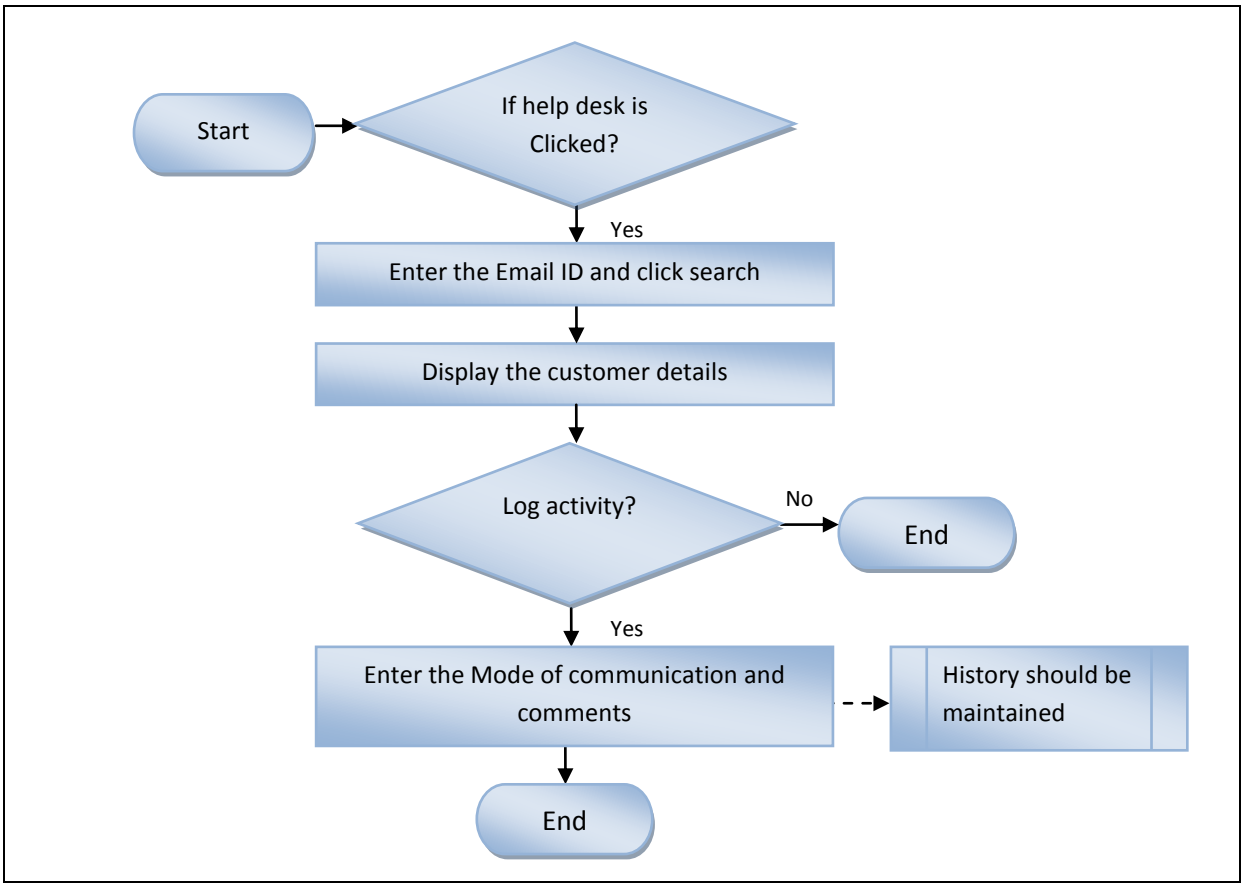
Help Desk – The user can search for a customer by email Id. The search result will list all the details below about the user and the admin can click on log activity to record the communications happened. Refer Appendix E for details.
The log activity will have the following details

1. Mode of communication
2. Comments

Note: The history of comments will be maintained with user name, date and time stamp.

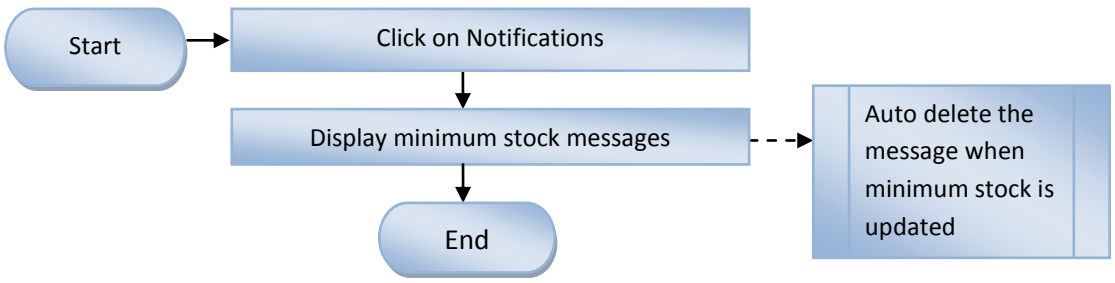
Work Flow


Start
Click on Customers
List the Sub Menu: Details, Send Message, Helpdesk
If details Clicked?
No
1
Yes
Enter the Email ID and click search
Display the customer details
1
If send Message clicked?
No
End
Yes
Enter the details and click send
End



5.9. Minimum stock

FSD NO # FS031	Reference: BR 31
Module: Client side	
1. The online store will be linked with any of the existing store. 2. Each product will have a 'minimum stock available' value and that will be maintained as stock value in the website. This value will be decremented on sales. A boundary value will be set and when the sales figure reaches the boundary value, a warning message will be sent to the Admin. The admin can re-enter the stock value based on the stock available. ~~2.~~3. The warning messages will be displayed under Notifications. Out of scope for this phase - In Long run, online store will be treated as separate profit center.	
Work Flow	



5.10. Sync between online shop and ERP

FSD NO # FS032	Reference: BR 32
Module: Client side	
1. Once the customer has placed the order and order number is generated, it will be listed under order details. 2. The admin will check the items in the order, procure, pack and ship it. After shipment, the admin will enter the consignment number and courier details (as in the bill given by the third party courier service). Refer FS026. On this, the existing ERP retail-billing concept will be called and the same will be implemented by the Third party.	
Work Flow Out of Scope	

6. USER INTERFACE

Refer Appendix D for Client UI
Refer http://zone.sumtwo.com/designtest/anantha/admin/july-31/usermanagement.html FOR Admin UI

7. EXTERNAL INTERFACE

Payment gateways will be used as external interface for payments.

8. NON-FUNCTIONAL REQUIREMENTS

8.1. User friendliness

- The website will be designed in native languages as well. For now, the website will be designed in English and Tamil. As delivery boundary expands, the respective native language will be included.
- The 'Ananthaonline.com' will be the official online shopping portal web address

8.2. Usability

- Easy Navigations.
- No data loss while navigating to the previous or next screens.

8.3. Performance

- Web services optimization to avoid multiple server requests.
- Smooth screen transitions with less processing time.

9. REFERENCES

9.1. Appendix A

Discount By Percentage								
Product Name	**Quantity**	**VAT %**	**SP**	**Total Amount**	**Discount**	**Amt after discount**	**BP**	**VAT**
Dosa Tawa	1	12.5	525	525	5	498.75	443.33	55.42
Tub	2	5	100	200	5	190	180.95	9.05
Tumbler	1	14.5	75	75	5	71.25	62.23	9.02
Spoon	1	0	125	125	5	118.75	118.75	0.00
				925		**878.75**	**805.26**	**73.49**

Discount By Amount								
Product Name	**Quantity**	**VAT %**	**SP**	**Total Amount**	**Discount % = (Discount / Total Amount)*100**	**Amt after discount**	**BP**	**VAT**
Dosa Tawa	1	12.5	525	525	5.08	498.33	442.96	55.37
Tub	2	5	100	200	5.08	189.84	180.80	9.04
Tumbler	1	14.5	75	75	5.08	71.19	62.17	9.02
Spoon	1	0	125	125	5.08	118.65	118.65	0.00
Total Amount				925				
Discount				47				
Amount to be paid				878		**878.01**	**804.58**	**73.43**
Note: The .01 paisa will be adjusted in any of the amount (BP / VAT)								

9.2. Appendix B

FS #	REFERENCE NO#	REQUIREMENT	FIELDS
FS001	F1	Search for a product – Search result	**2.** Product image **3.** Title **4.** MRP **5.** Selling price **6.** Out of stock / New arrival label (if applicable) **7.** icon for shopping cart, wish list and 'To compare' option
FS002	F2	Registration	**8.** Name* **9.** DOB* **10.** Gender* **11.** Email Id *– Email Id will be the user's login Id **12.** Password* **13.** Mobile number **14.** Subscribe *
FS005	F3	Special Order	1. Email ID* 2. Phone Number 3. Product name* 4. Product Description* 5. Product photo (opt)
FS010	F4	Shopping cart	1. Item No# 2. Name of the Item added 3. Quantity along with '+' / '-' symbol, clicking on which it will increment / decrement the quantity respectively. 4. Amount based on the quantity 5. Delete icon against every item listed. 6. Total amount
FS012	F5	Final checkout Process	1. Order confirmation number 2. Order Placed on 3. Order status 4. Payment Mode 5. Payment status 6. Total order value 7. Loyalty cash earned
FS016	F6	Track order status	1. Shipping track ID / consignment number 2. Shipping Company 3. Order details
FS017	F7	Review and feedback, Complaints	1. Review title* 2. Review about – Radio button – Product, Service* 3. Review description / comment* 4. Rating* – Drop down - Very Poor, Poor, Average, Good and Very good

FS #	REFERENCE NO#	REQUIREMENT	FIELDS
FS017	F8	Review and feedback, Complaints	1. Name* 2. Email ID* 3. Phone number 4. Subject* 5. Complaint detail*
FS018	F9	User Account Management – profile details	1. Email Address 2. First Name 3. Last Name 4. Mobile No 5. Billing address 6. Shipping address 7. Date of Birth 8. Gender 9. Marital Status 10. Anniversary date 11. child name (if applicable), and his / her date of birth and gender
FS018	F10	User Account Management – Order details	1. Order no 2. Order date 3. Order status 4. Items in the order 5. Net payment 6. Actions – Reorder, Cancel Order, Track order
FS018	F11	User Account Management – Order details – on clicking order number	1. Order confirmation number 2. Order Placed on 3. Order status 4. Payment Mode 5. Payment status 6. Total order value 7. Loyalty cash earned 8. Billing address 9. Shipping address 10. Ordered items – Product name, MRP, Discount, Price, Quantity, Subtotal and reorder
FS018	F12	User Account Management – Track order	1. Shipping track ID / consignment number 2. Shipping Company 3. Order details
FS018	F13	User Account Management – Offer coupon details	1. Offer coupon code 2. Coupons description 3. Valid till 4. Coupon amount
FS018	F14	User Account Management – Loyalty point details	1. Purchase Date 2. Order Number 3. Loyalty Cash Earned (Rs.) 4. Loyalty Cash Redeemed (Rs.)

FS #	REFERENCE NO#	REQUIREMENT	FIELDS
FS018	F15	User account – My placed order	1. Product picture 2. Product title 3. status as 'Not Available' 4. Remove icon When the status changes to 'Buy Now', Add to wish list will be available.
FS018	F16	User account – My Special order	1. Product picture (If applicable) 2. Product title 3. status as 'Not Available' 4. Remove icon When the status changes to 'Buy Now', Add to wish list will be available.
FS018	F17	User account – My Wish List	1. Wished product picture 2. Product Title 3. MRP 4. Selling price 5. Shopping cart icon 6. To Share check box 7. Shared with details
FS018	F18	User account – My Wish List – Share with friends	1. Subject – Default – User's wish list – auto populated 2. Message 3. Send me a copy of this email – Check box
FS019	F19	Customer service – request to call back	1. Name 2. Phone number
FS020	F20	Features – Gift ideas	1. Gender 2. Occasion 3. Age 4. Budget 5. Category
FS020	F21	E-gift Voucher	1. Recipient Email ID 2. Confirm Email id 3. Value of the voucher
FS020	F22	E-gift voucher – personalize	1. To 2. From 3. Message
FS020	F23	E-gift voucher – order details	1. Item 2. Qty 3. Price 4. Delivery Details 5. Subtotal

FS #	REFERENCE NO#	REQUIREMENT	FIELDS
FS024	F24	User Management	1. User ID* 2. First name* 3. Last name* 4. Password* 5. Confirm password* 6. Email ID* 7. Mobile number* 8. Land line Number 9. Address*
FS025	F25	Inventory Control – Category	3. Category name – fetched from the parent category table. 4. Display in OSP
FS025	F26	Inventory Control – Item	38. Item Code 39. Item name 40. Brand name 41. Purchase Unit 42. Dimension 43. weight 44. Set Name 45. Sales Unit 46. Wgt of a piece 47. R/S Rate 48. Cost Rate 49. Sales Discount Percentage 50. Discount Amount 51. MRP rate 52. Min stock 53. Procurement Days 54. Loyalty Points 55. Menu and sub menu 56. Photo 57. Demo link 58. Service Centre 59. Specification 60. Features 61. Warranty and guarantee 62. Maintenance 63. Terms and condition 64. Free Installation 65. Installation Charge 66. You may like - Prod IDs 67. Wedding Package Name 68. Gift Ideas – Gender / Occasion / Age and its values 69. New arrival 70. Packaging list

FS #	REFERENCE NO#	REQUIREMENT	FIELDS
FS025	F26	Inventory Control – Item	71. Display in OSP 72. Search Keywords 73. Special Discount Details a. Category name b. Discount start date c. Special Discount percentage d. Special Discount Amount 74. Tax Details a. Tax Type b. Sales tax Percentage Surcharge Percentage
FS025	F27	Inventory Control – Special Discount	6. Category name 7. Special Discount percentage 8. Special Disc Amt 9. From Date 10. To Date Based on the category selected, the below will be listed. 9. Item code 10. Item name 11. Disc rate 12. Special Discount % 13. Special Discount Amount 14. Applicable 15. Net amount 16. Sales rate
FS025	F28	Inventory Control – Tax	20. Tax Type 21. Sales A/C 22. Sales tax A/C 23. Sales Tax % 24. Sal. Return A/C 25. Sal. Return Tax A/C 26. Surcharge A/C 27. Surcharge % 28. Add S.T.A/C 29. Add S.T.% 30. Purchase A/C 31. Purchase tax A/C 32. Purchase Tax % 33. Pur. Return A/C 34. Pur. Return Tax A/C 35. CST 36. CST A/C 37. CST Tax A/C 38. CST %

FS #	REFERENCE NO#	REQUIREMENT	FIELDS
FS025	F29	Inventory Control – Service center	1. Brand name 2. Service centre name 3. Service centre details – store name, city, state, pin code, Mobile no, land line
FS025	F30	Inventory control – Shipping details	1. Pin code 2. Shipping Span
FS025	F31	Inventory Control – Product Information	1. Warranty and guarantee 2. Maintenance 3. Terms and condition
FS025	F32	Inventory Control – Deal Of The Day	1. Category name 2. Special Discount percentage 3. Special Disc Amt 4. From Date 5. To Date Based on the category selected, the below will be listed. 1. Item code 2. Item name 3. Disc rate 4. Special Discount % 5. Special Discount Amount 6. Applicable 7. Net amount 8. Sales rate
FS025	F33	Inventory control – Settings	1. First time register loyalty points 2. Shipping cost 3. Gift Wrapping cost 4. Occasions 5. Main Menu and its Sub menu
FS026	F34	Orders – Accepted Orders	1. S.No 2. Order No 3. Order Date 4. Total Items in the order 5. Net Payment 6. Payment mode 7. Status 8. Handled By 9. Proceed button

FS #	REFERENCE NO#	REQUIREMENT	FIELDS
FS026	F35	Orders -> Accepted Orders -> Proceed	On clicking the Proceed button the below details will be listed. k. Billing address l. Shipping details m. Customer status n. Payment Mode and its details o. Loyalty cash earned p. Order details a. Item code b. Item name c. Quantity d. Weight e. Rate f. Amount g. Tax h. Total Item i. Total Quantity j. Total k. Discount amount l. Special discount amount m. Net amount q. The tax name, tax and Basic Price details r. Gift wrapping and corresponding details s. Comments t. Status
FS026	F36	Orders -> Special Order	1. S.No 2. Order date 3. Email ID 4. Mobile No 5. Item Name 6. Item Description 7. Photo 8. Reply icon
FS026	F37	Orders -> Place Orders	1. S.No 2. Order date 3. Name 4. Email ID 5. Mobile No 6. Item code 7. Item Name 8. Reply icon

FS #	REFERENCE NO#	REQUIREMENT	FIELDS
FS027	F38	Review and Feedback	10. S.No 11. Order No 12. Name 13. Email ID 14. Mobile Number 15. Review Date 16. Review 17. Rating 18. Reply Icon
FS028	F39	Complaint	S.No, Raised On, Raised By, Email ID, Mobile No, Complaint, Reply, Status
FS029	F40	Reports -> Customers	11. S.No 12. Customer Name 13. Email ID 14. Mobile Number 15. Address 16. Status – Displayed as Icon 17. Loyalty points 18. Special Date 19. Occasion 20. Number of Transactions
FS029	F41	Reports -> Product	7. S.No 8. Item Code 9. Item name 10. Sold 11. Minimum stock 12. Available stock
FS029	F42	Reports -> Order	15. S.No 16. Order No 17. Order Date 18. Items in the order – Display the name of the items – Qty 19. Ordered By 20. Email ID 21. Mobile Number 22. Status 23. Net Payment 24. Payment Mode

FS #	REFERENCE NO#	REQUIREMENT	FIELDS
FS029	F43	Reports -> Users	Filter: Date & User / Only user Orders: 1. S.No 2. Order Date 3. Order No 4. Status R&F: 7. S.No 8. Review date 9. Review 10. Status 11. Replied On 12. Reply Complaint: 7. S.No 8. Complaint date 9. Complaint 10. Status 11. Replied On 12. Reply Filter: Review and feedback / Only Review and feedback / Date, User and Review and feedback 8. S.No 9. Review Date 10. Review 11. Reply 12. Replied on 13. Status 14. Handled By Filter: Date & Complaint / Only Complaint / Date, User and Complaint 8. S.No 9. Complaint Date 10. Complaint 11. Reply 12. Replied on 13. Status 14. Handled By

9.3. Appendix C

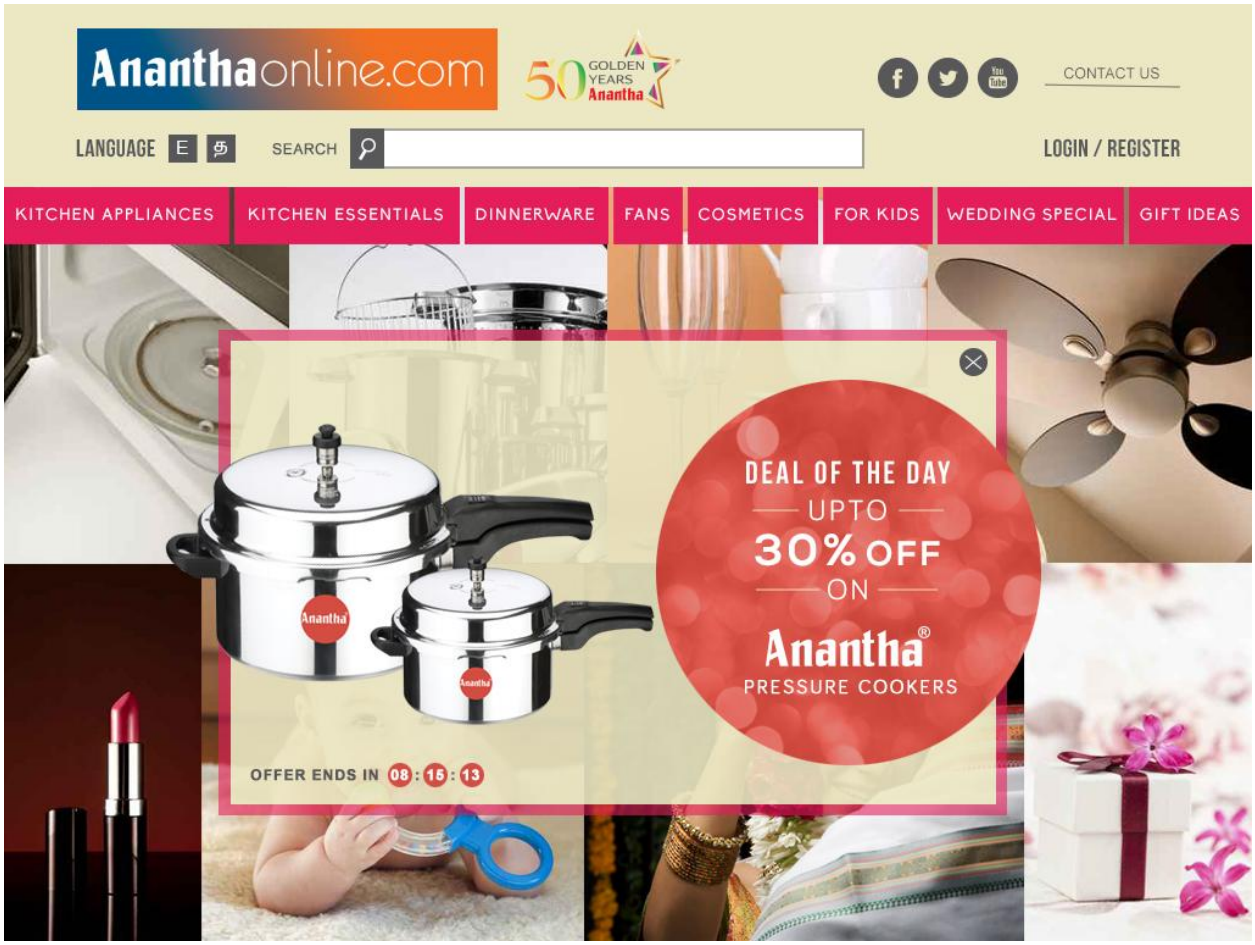
FUNCTIONAL SPECIFICATION #	MESSAGE NO #	MESSAGE TEXT
FS001	M1	<N> results found for "<keyword entered>"
FS001, FS005	M2	You have searched for "keyword entered". We have listed results for "similar keyword".
FS001	M3	No matching products available
FS001, FS005	M4	Found What You Want
FS002	M5	Dear User, if you login as guest you will not be eligible for loyalty points. Do you want to continue?
FS002	M6	This app like to c. View the email address d. View the basic information of the account
FS002	M7	'Do you want to Subscribe, and receive Offers, latest news and product information from Anantha online .com?'
FS002	M8	'Dear <Name>, Thanks for registering with Anantha online .com, Your account has been credited with 100 loyalty points as rewards. Happy Shopping Thanks Anantha online .com Support Team'
FS002	M9	'Dear <Name>, Thanks for registering with Anantha online .com. A verification mail has been sent to the email id entered. Please do click on the link in the mail to activate your account and get 100 loyalty points as rewards. Happy Shopping Thanks Anantha online .com Support Team'
FS003	M10	Dear <Name>, Please confirm that you wish to unsubscribe <email ID> from receiving future offer and latest news mails from Anantha online .com.
FS005	M11	'Thanks for your order. The support team of Anantha online .com will contact you shortly'
FS005	M12	'Thank you for your feedback'
FS005	M13	'Dear <user>, We are sorry we do not deal with this product right now. Thanks You. Anantha online .com Support Team'
FS006	M14	Please do sign in to place order
FS006	M15	Thanks for your order. The support team of Anantha online .com will contact you shortly.

FUNCTIONAL SPECIFICATION #	MESSAGE NO #	MESSAGE TEXT
FS006	M16	Dear <user>, We are sorry we could not procure this product right now. Thanks Anantha online .com Support Team
FS007	M17	Please do sign in to the account to add the product to the wish list
FS008	M18	We do delivery in the specified locality. Delivery span – 3 to 5 Working days Service center – <Service center address>
FS008	M19	At present, we do not deliver in the specified locality.
FS009	M20	'Please do select minimum 2 products to compare'
FS009	M21	'You can compare only 3 products at a time'
FS014	M22	Your order has been cancelled; please do check your order history for refunded amount.
FS014	M23	Your order has been shipped and it cannot be cancelled. Please do contact the customer care
FS016	M24	Enter the correct order number
FS017	M25	Thank you for your review and feedback
FS018	M26	Do you want to remove the product from the 'Placed order'?
FS018	M27	Do you want to remove the product from the 'Special order'?
FS018	M28	Sharing this list will change your privacy settings to Shared
FS018	M29	Do you want to remove the product from the 'Wish List'?
FS019	M30	Thanks for leaving your details with us. We will contact you shortly.
FS012, FS019, FS020	M31	Send Order related SMS alert to
FS020	M32	'Do you want to add this item to the wedding package '<Wedding package name>'?'
FS020	M33	I would like my partner to be able to edit this registry. Please send an invite to the partner email address indicated above with directions for activation.
FS020	M34	Yes, I would like to receive email updates about the status of my registry
FS020	M35	You have signed in to anathaonline.com with the following email address: abcd@gmail.com If this is the account, you want associated with <bride name> and <bridegroom>'s Wedding Registry then click the Claim Wedding Registry button below.
FS020	M36	'Sharing this wedding registry will change your privacy settings to Shared'

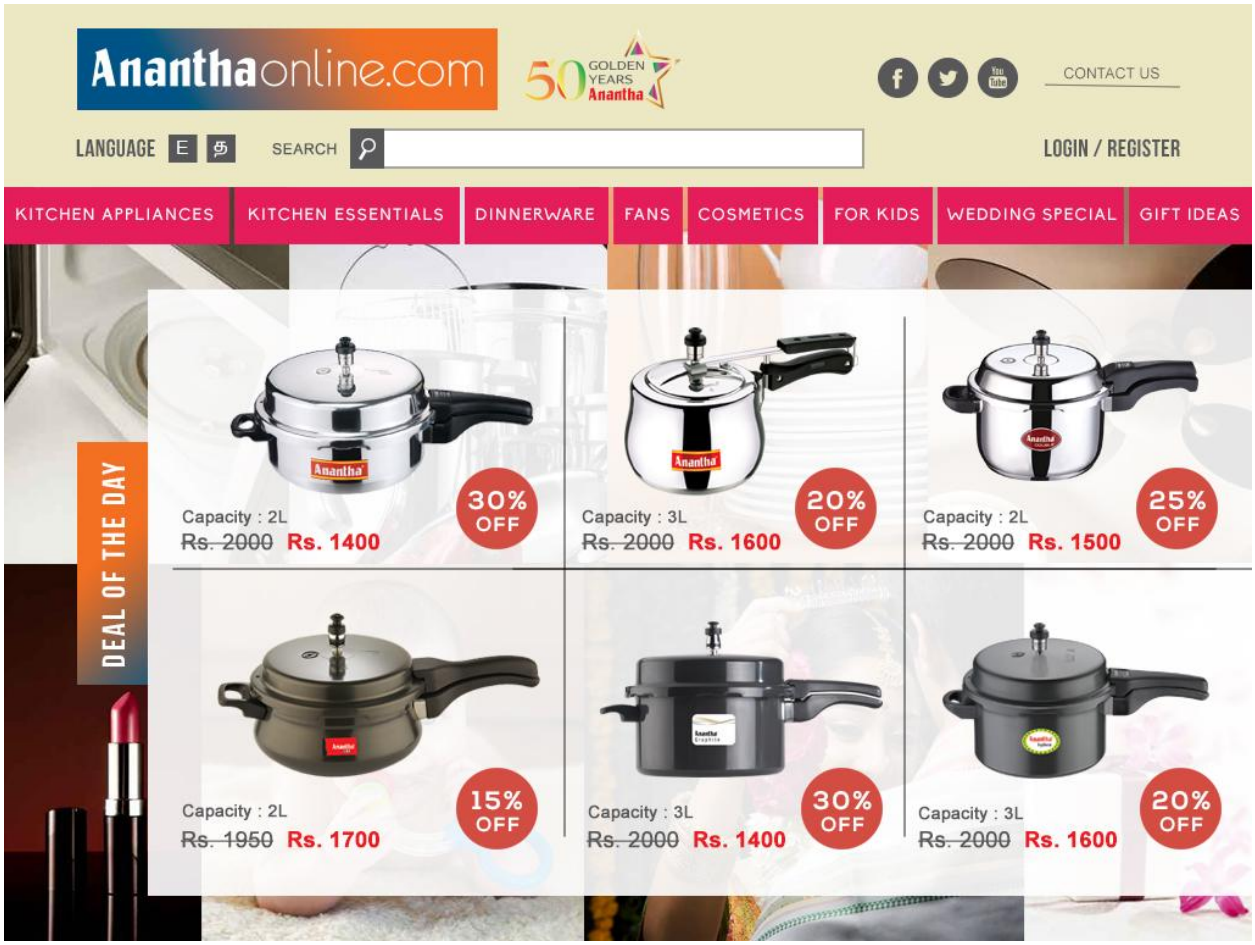
9.4. Appendix D

Home page

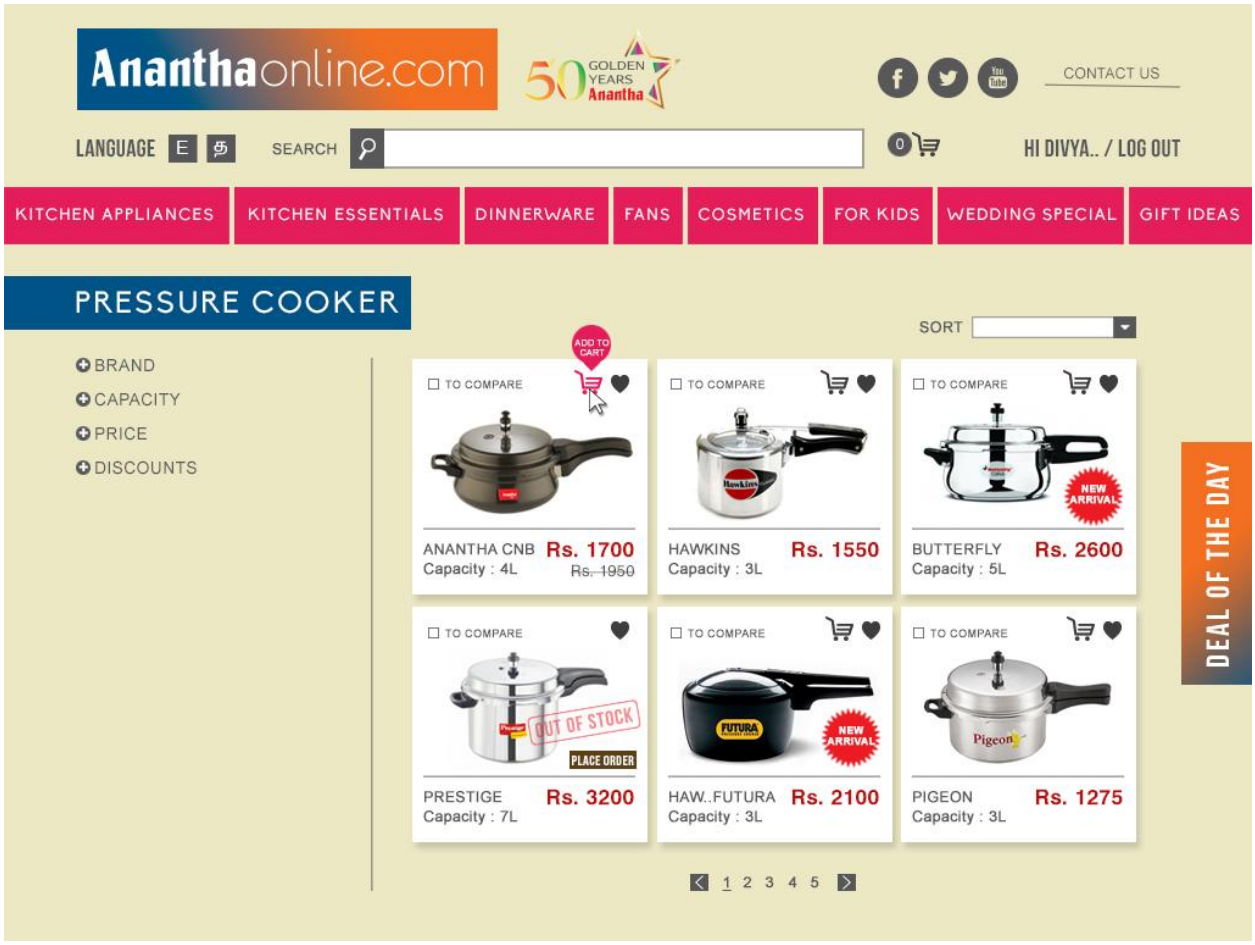
Deals of the day as advertisements



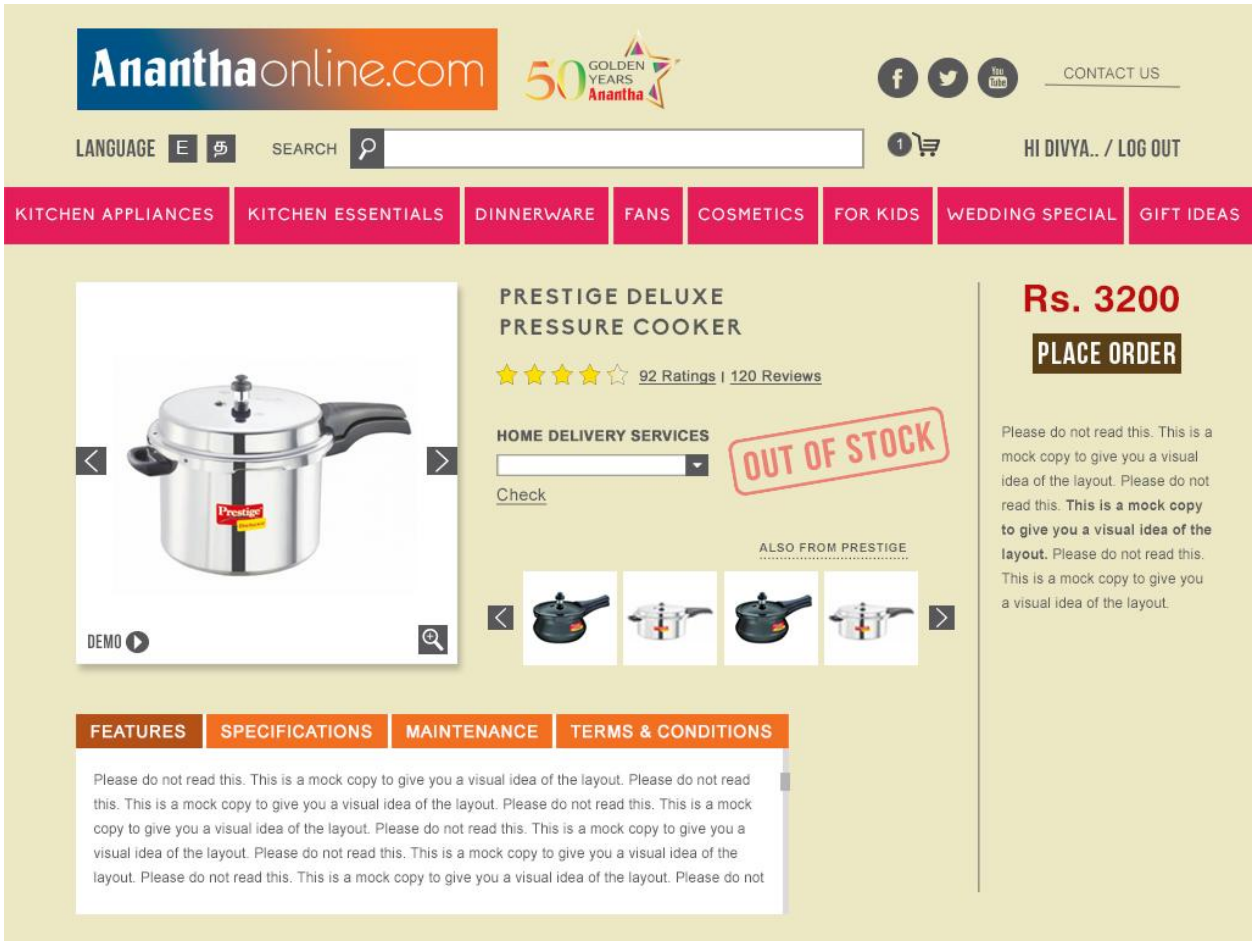
Deal of the day



Product Search



Place order


Anantha online.com
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KITCHEN ESSENTIALS
DINNERWARE
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WEDDING SPECIAL
GIFT IDEAS
DEMO
PRESTIGE DELUXE PRESSURE COOKER
92 Ratings | 120 Reviews
HOME DELIVERY SERVICES
Check
OUT OF STOCK
ALSO FROM PRESTIGE
Rs. 3200
PLACE ORDER
Please do not read this. This is a mock copy to give you a visual idea of the layout. Please do not read this. This is a mock copy to give you a visual idea of the layout. Please do not read this.
FEATURES
SPECIFICATIONS
MAINTENANCE
TERMS & CONDITIONS
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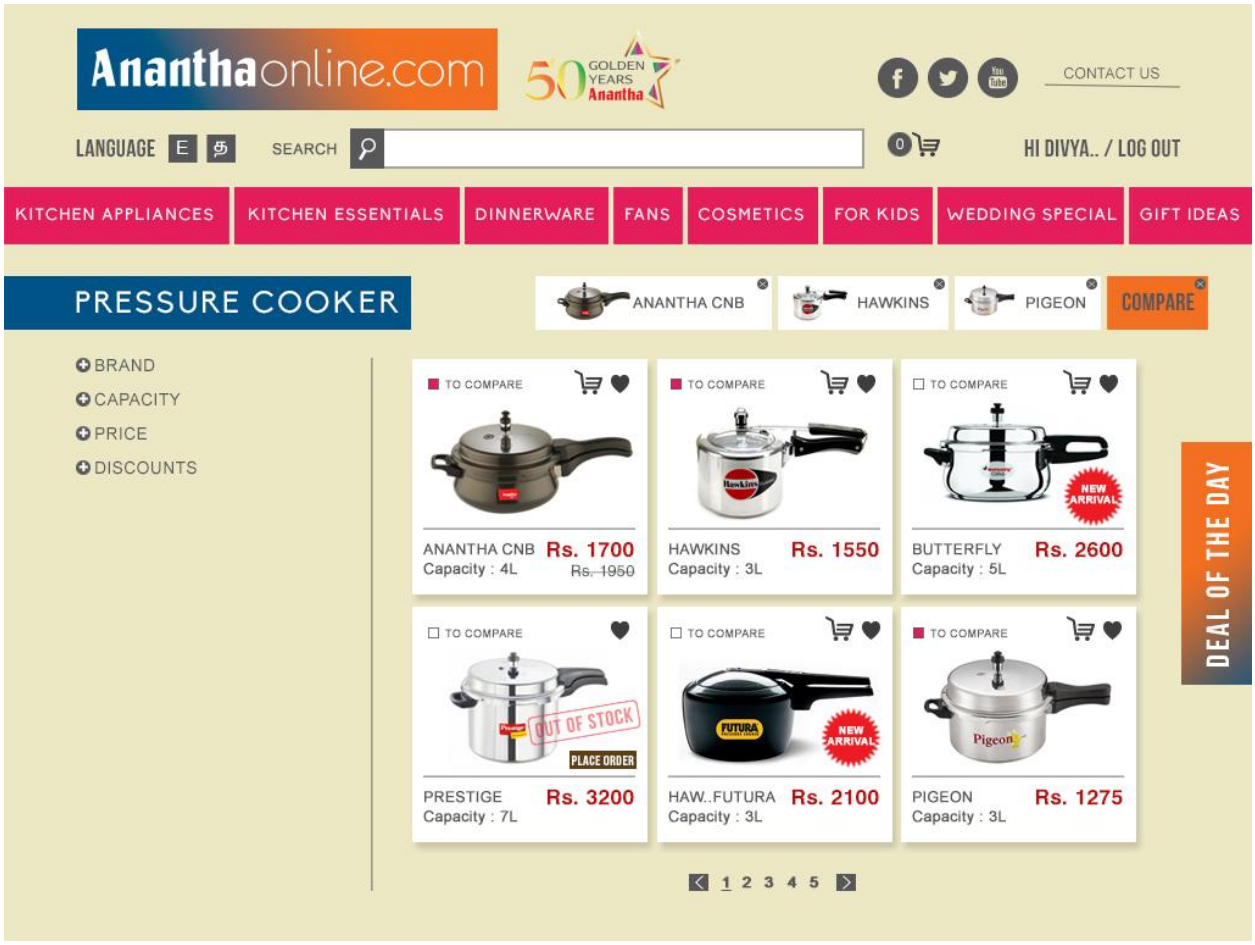
Compare I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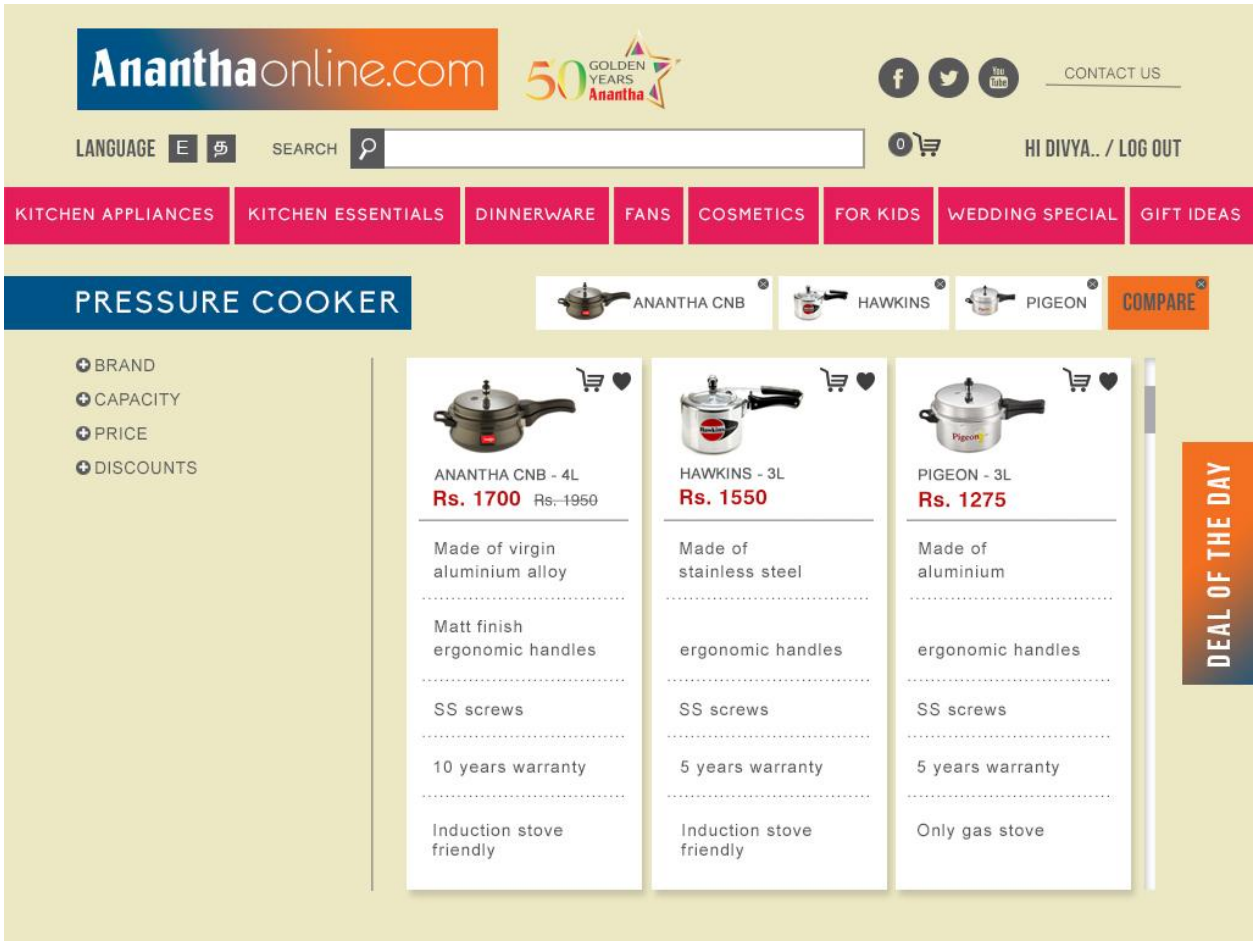
WEDDING SPECIAL
GIFT IDEAS
PRESSURE COOKER
ANANTHA CNB
HAWKINS
PIGEON
COMPARE
BRAND
CAPACITY
PRICE
DISCOUNTS
TO COMPARE
ANANTHA CNB Rs. 1700
Capacity : 4L Rs. 1950
HAWKINS Rs. 1550
Capacity : 3L
BUTTERFLY Rs. 2600
Capacity : 5L
NEW ARRIVAL
OUT OF STOCK
PLACE ORDER
PRESTIGE Rs. 3200
Capacity : 7L
HAW..FUTURA Rs. 2100
Capacity : 3L
PIGEON Rs. 1275
Capacity : 3L
DEAL OF THE DAY
1 2 3 4 5

Compare II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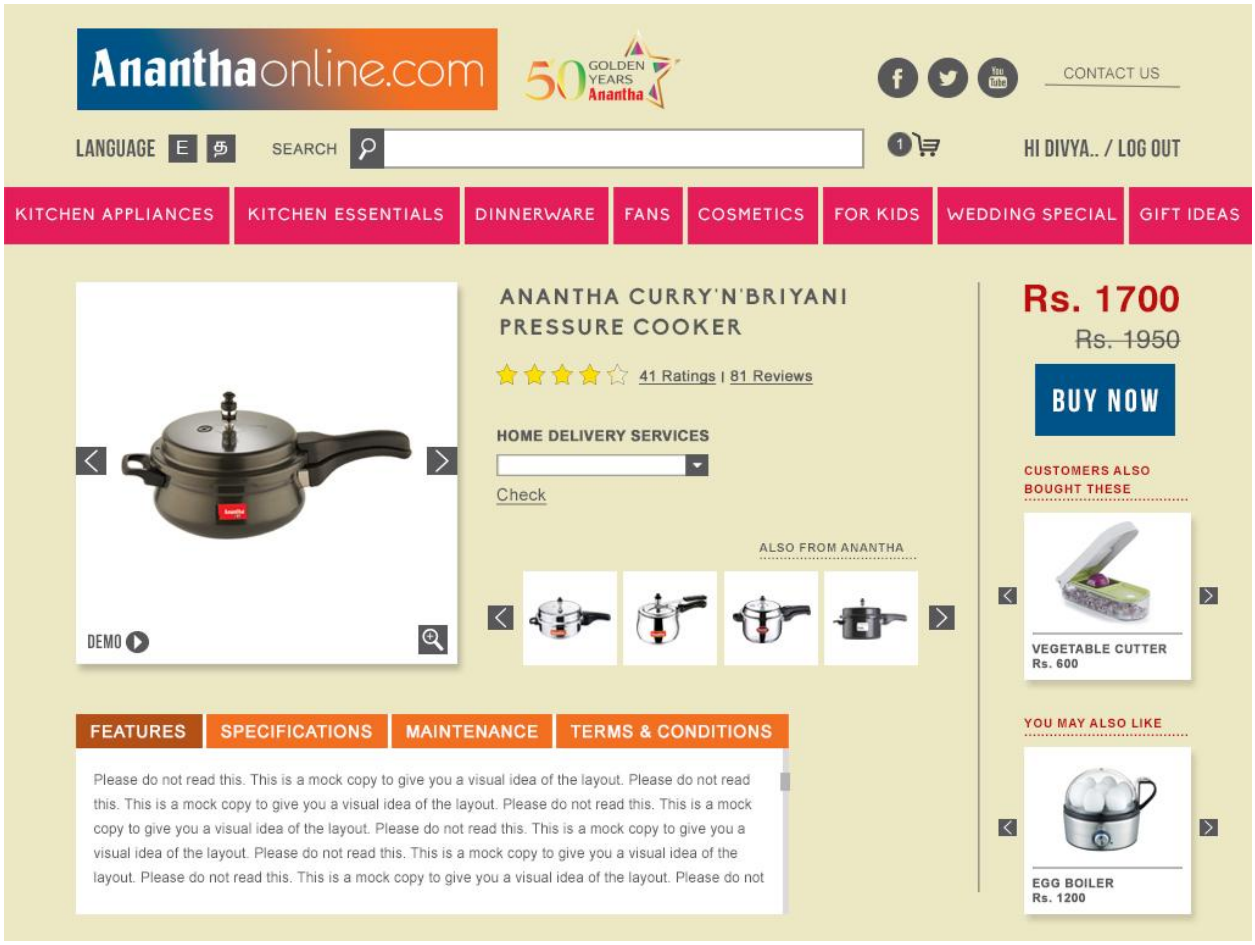
FANS
COSMETICS
FOR KIDS
WEDDING SPECIAL
GIFT IDEAS
PRESSURE COOKER
ANANTHA CNB
HAWKINS
PIGEON
COMPARE
BRAND
CAPACITY
PRICE
DISCOUNTS
ANANTHA CNB - 4L
Rs. 1700 Rs. 1950
Made of virgin aluminium alloy
Matt finish ergonomic handles
SS screws
10 years warranty
Induction stove friendly
HAWKINS - 3L
Rs. 1550
Made of stainless steel
ergonomic handles
SS screws
5 years warranty
Induction stove friendly
PIGEON - 3L
Rs. 1275
Made of aluminium
ergonomic handles
SS screws
5 years warranty
Only gas stove
DEAL OF THE DAY

Product detail page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KITCHEN ESSENTIALS
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GIFT IDEAS
DEMO
ANANTHA CURRY'N'BRIYANI PRESSURE COOKER
41 Ratings | 81 Reviews
HOME DELIVERY SERVICES
Check
ALSO FROM ANANTHA
Rs. 1700
Rs. 1950
BUY NOW
CUSTOMERS ALSO BOUGHT THESE
VEGETABLE CUTTER
Rs. 600
YOU MAY ALSO LIKE
EGG BOILER
Rs. 1200
FEATURES
SPECIFICATIONS
MAINTENANCE
TERMS & CONDITIONS
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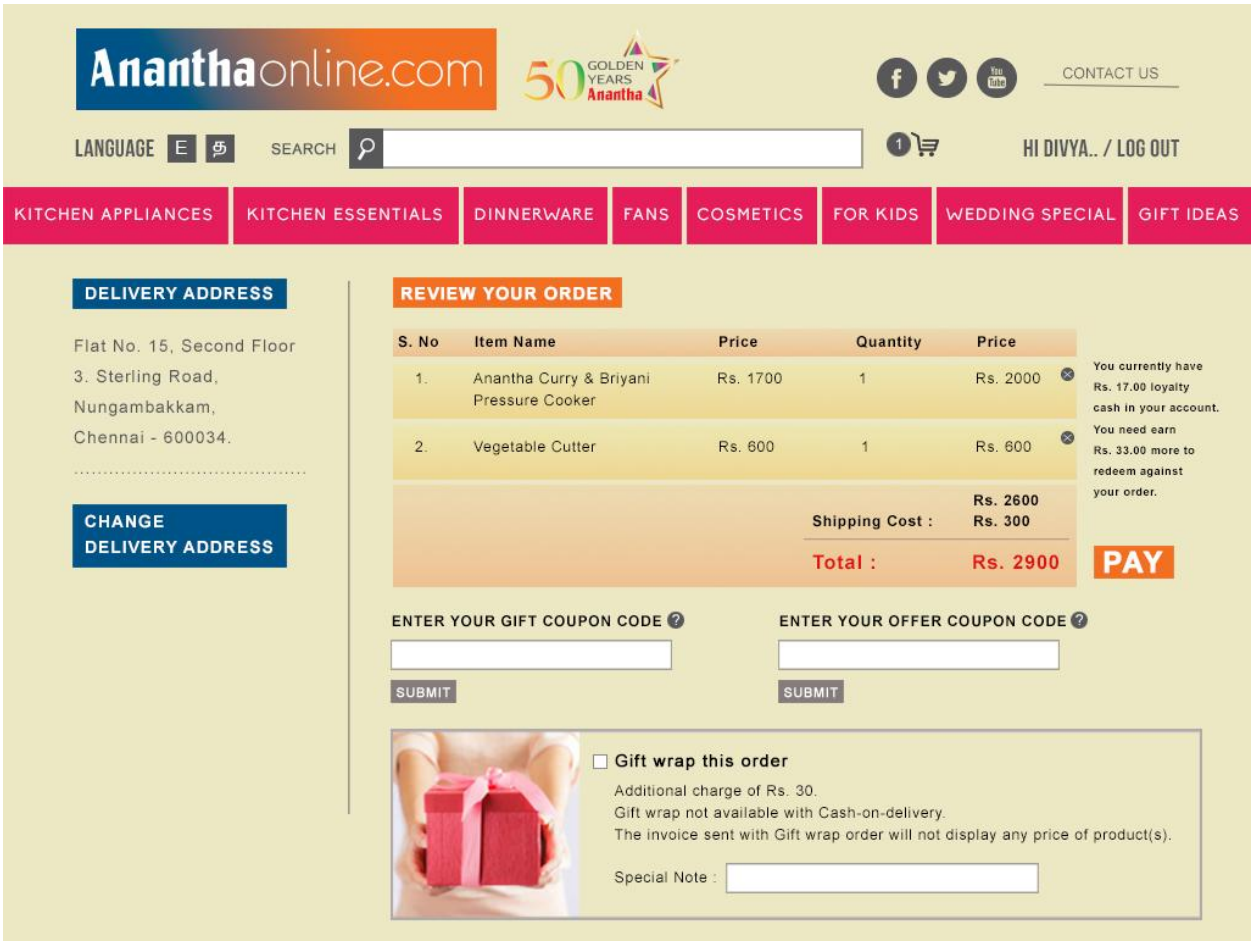
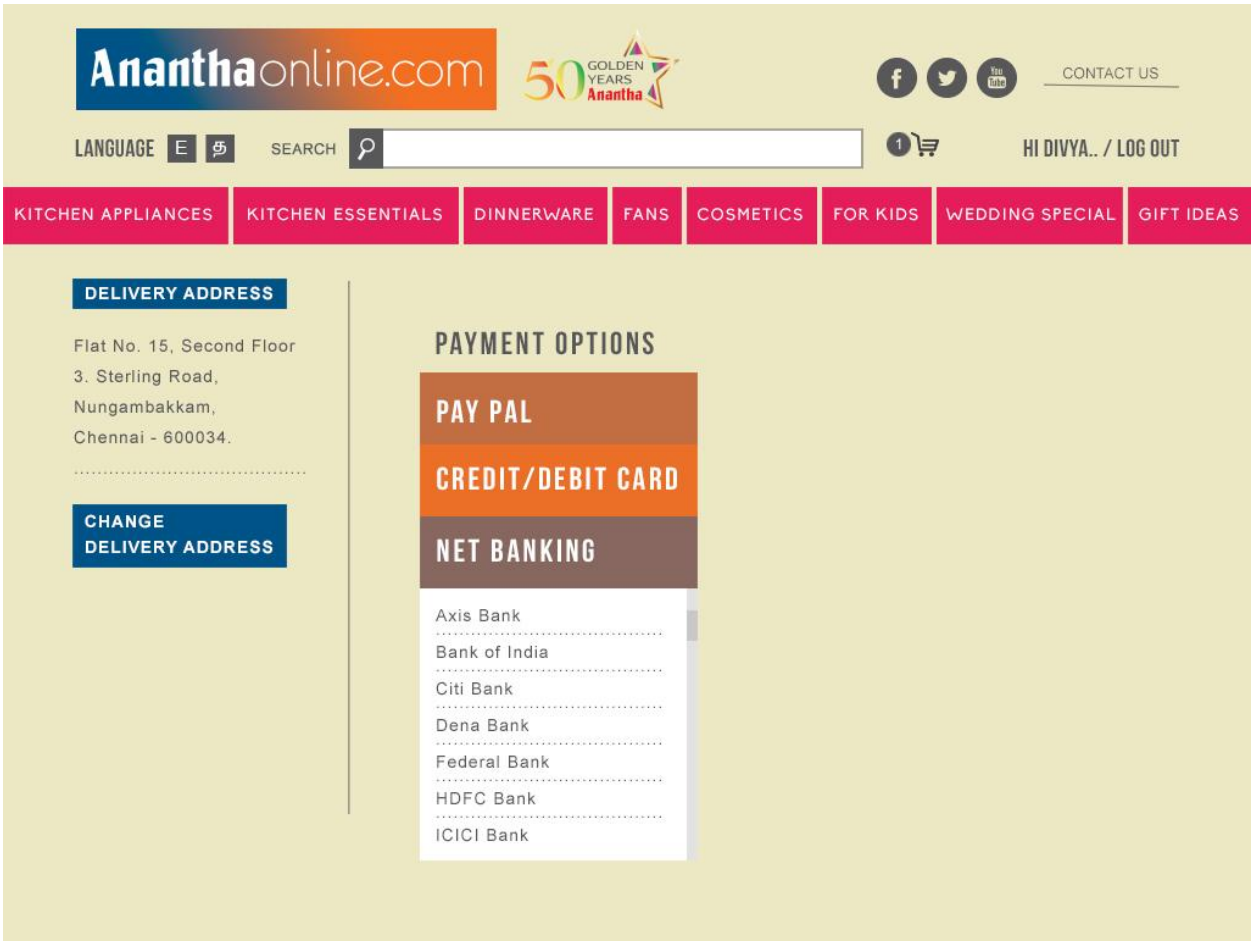
Review Order Detail



Payment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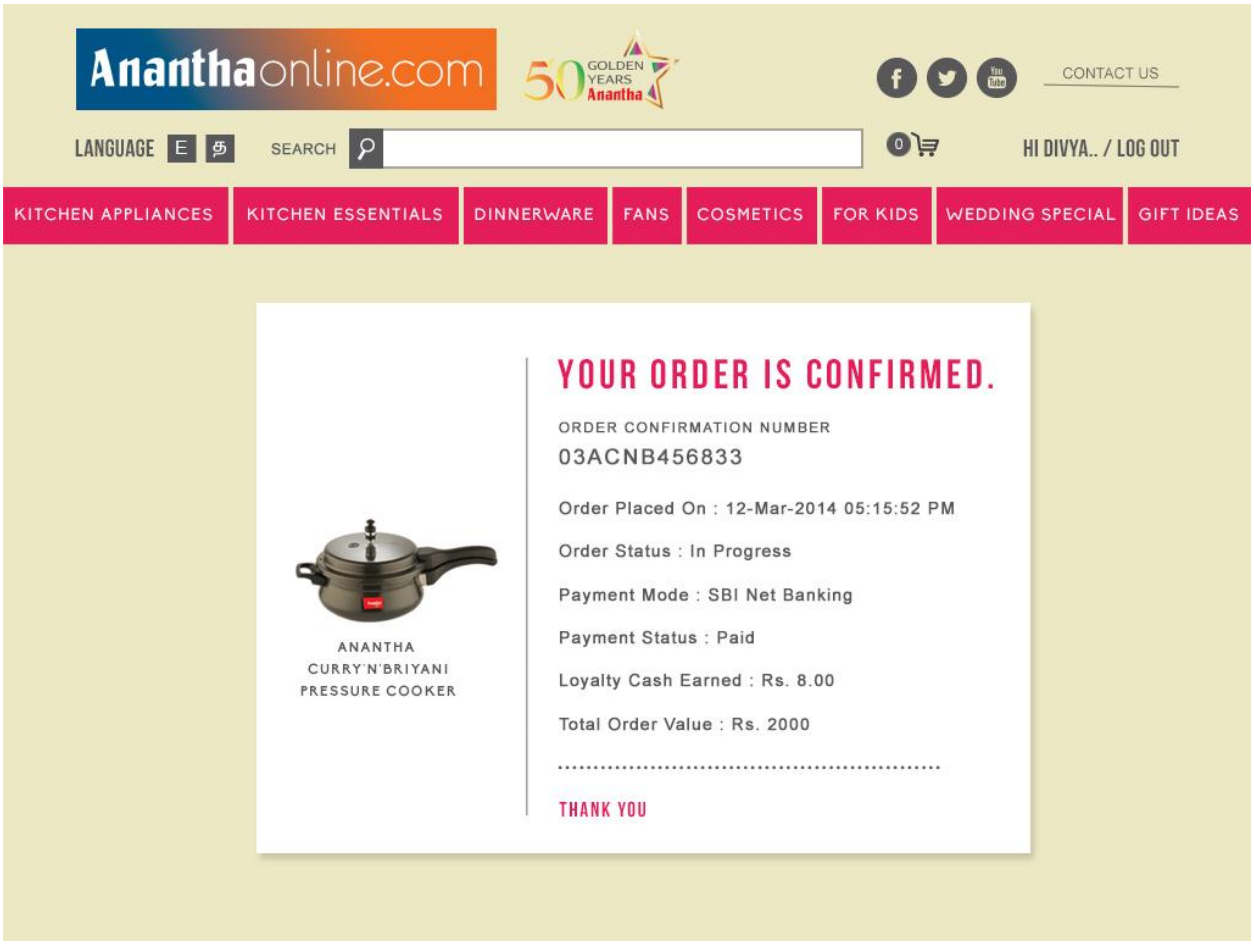
KITCHEN APPLIANCES
KITCHEN ESSENTIALS
DINNERWARE
FANS
COSMETICS
FOR KIDS
WEDDING SPECIAL
GIFT IDEAS
DELIVERY ADDRESS
Flat No. 15, Second Floor
3. Sterling Road,
Nungambakkam,
Chennai - 600034.
CHANGE DELIVERY ADDRESS
PAYMENT OPTIONS
PAY PAL
CREDIT/DEBIT CARD
NET BANKING
Axis Bank
Bank of India
Citi Bank
Dena Bank
Federal Bank
HDFC Bank
ICICI Bank

Confirm order / Invoice



10. Business Glossary

TERM	DEFINITION
AMCF	Anantha Metal Company Firm
ERP	Enterprise Resource planning
FTR	First time register
PDP	Project detail page
FS	Functional specification
SP	Selling price